

JOB DESCRIPTION

Job description for: Medical Assistant - Clinic/Primary

Reports to: Clinic MA Lead
Director of Clinical Services

Responsibilities: Responsible for directing patients and visitors by telephone and in person in accordance with Company policies and procedures; responsible for providing clinical, clerical, educational, and scheduling support to the patients and the nursing staff within the boundaries of non-licensed assistive personnel

Responsibilities of the job include but not limited to:

- ... Demonstrates skills and judgment necessary to implement medical plan of care, interventions and procedures as necessary for the care of the patient
- ... Demonstrates safe, efficient, cost-effective care utilizing clinically and ethically sound decisions
- ... Provides assistance to physicians and nurses assuring optimal patient safety and comfort
- ... Assists in the care, cleaning and stocking of patient exam, utility and supply rooms
- ... Demonstrates knowledge of normal blood pressure, pulse, temperature, respirations and oxygen saturation; notifies nursing staff of vital signs outside of normal parameters
- ... Demonstrates ability to evaluate identified problems and obtain assistance to assess care provided and patient responses
- ... Maintains accurate and up-to-date documentation of care provided to assure integration of information used to provide quality care
- ... Assures inter-agency referral forms (labs orders, radiology procedures, other tests), and orders are complete and accurate (including Prior Authorizations, if required); provides instructions regarding patient preparation within limits of knowledge and scope of practice
- ... Answers telephone, takes messages and directs calls; obtains charts, lab or imaging reports to facilitate physician and nursing interactions
- ... Demonstrates skill and knowledge in assisting nursing management of emergency situations
- ... Demonstrates knowledge of commonly used medications, action, dose and side-effects
- ... Demonstrates knowledge of practice policies for ordering, transcribing, and recording medications
- ... Reviews and processes incoming referrals; schedules patients accordingly

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- ... Reviews charts to assure laboratory, imaging, and pathology reports are addressed by the physician and information is relayed to the patient
- ... Monitors call lights and communication systems between patient rooms, education rooms, reception desk, and nursing station; assist in responding to needs in a timely and courteous manner
- ... Pursues professional growth and development; maintain up-to- date, current knowledge base
- ... Functions as a role model for current and new staff when communicating information and perspectives
- ... Facilitates problem resolution among peers as observed by nursing managers, physicians and peers
- ... Demonstrates a constructive approach during all interactions with patients, physicians, staff and managers
- ... Demonstrates respect and regard for the dignity of all patients, families, visitors, and fellow employees to ensure a professional, responsible and courteous environment
- ... Maintains confidentiality of all patient and privileged information at all times
- ... Complies with all regulations regarding release of information
- ... Complies with all regulations regarding security of information
- ... Maintains professional composure and confidence during stressful situations
- ... Projects a professional image; attire is clean, neat, and appropriate to the work environment
- ... Attends all safety in services and can describe responsibilities related to general safety (fire drills, disaster drills, bomb threats, etc)
- ... Maintains work area and equipment in a clean and safe and efficient manner
- ... Assures exams rooms are stocked and prepared for patient arrival
- ... Follows exposure control plans for bloodborne and airborne pathogens
- ... Promotes effective working relations and works effectively as part of team departmentally and inter-departmentally to facilitate the ability to meet Company goals and objectives
- ... Demonstrates appropriate use of automated systems to communicate inter- and intra-departmentally

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- ... Demonstrates proper body mechanics in all functions
- ... Demonstrates willingness to identify and/ or assume activities relative to the developmental needs of the department
- ... Participates in quality improvement activities to promote superior patient care and unit function
- ... Reports to work on time and is at work as scheduled; appropriately utilizes lunch and break times for non-work activities and visiting
- ... Demonstrates dependability/ flexibility in meeting scheduling needs of the department

Job requirements:

Educational requirements:

1. High school graduate or equivalent
2. Medical assisting, medical terminology, previous scheduling or clerical experience, or previous medical office training
3. Maintains current CPR/ BLS certification
4. Medical assistant certification or registration within one year of hire and this to remain current thereafter

Experience requirements:

1. Two years of clinical or office experience preferred

Skill requirements:

1. Good communication and verbal skills
2. Good computer, typing and clerical skills
3. Pleasant people skills: able to deal tactfully and effectively with patients, families, physicians, and other employees

Behavioral requirements:

1. Positive attitude; courteous and accountable
2. Ability to function in a teamwork environment with management and subordinates
3. Professional appearance, dress and demeanor

Essential functions of the job:

1. Daily work may involve stooping, reaching, standing, walking, pushing, pulling, lifting, grasping, feeling, talking, hearing, repetitive motion, sitting for long periods of time.
2. Subject to inside environmental conditions.
3. May be exposed to products containing latex

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Job relationships:

Supervised by Nursing Supervisor; works closely with physicians, nursing staff other departments, staff and managers

Job boundaries:

1. Follows policies, procedures and protocols
 2. Scheduled hours/ days/ duty assignments determined by manager based on departmental needs
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EMPLOYEE ACKNOWLEDGMENT

BY MY SIGNATURE BELOW, I ATTEST that I have read and understood the job description for the position.

Based on that information, I believe (check appropriate box):

- I can perform the essential functions and duties of this position with or without a reasonable accommodation.
- I am not able to perform this job with or without a reasonable accommodation.

BASED ON THE ABOVE INFORMATION and box checked, I hereby certify that all my statements and information related to the employment process are true and complete, and the failure to answer any questions or failure to answer truthfully and completely may result in my termination or not being hired.

APPLICANT/EMPLOYEE SIGNATURE: _____ DATE: _____

SIGNATURE OF HIRING AUTHORITY: _____ DATE: _____

Original:
Revised:09/19/06, 1/16/18