

MEDICAL ASSISTANT

Position Title: Medical Assistant
Department: Operations
Reports To: Clinical Lead Nurse

Position Status: Non-Exempt
Date Established: 4/1/11
Pay Grade: S11

General Summary: A nonexempt position responsible for performing a variety of duties. They may be involved in both the clinical and administrative areas including assisting physicians with patient care and handling clerical, environmental, and organizational tasks. Provides information to patients who will utilize and benefit from the clinical services.

Essential Job Responsibilities:

1. Fulfills patient care responsibilities as assigned that may include checking schedules and organizing patient flow; accompanying patients to exam/procedure room; assisting patients as needed with walking transfers, dressing, collecting specimens, preparing for exam, etc.; collecting patient history; performing screenings per provider guidelines; assisting physicians/nurses with various procedures; charting; relaying instructions to patients/families; answering calls, and providing pertinent information.
2. Fulfills clerical responsibilities as assigned that may include sending/receiving patient medical records; obtaining lab/X-ray reports, hospital notes, referral information, etc.; completing forms/requisitions as needed; scheduling appointments; verifying insurance coverage and patient demographics; managing and updating charts to ensure that information is complete and filed appropriately.
3. Fulfills environmental responsibilities as assigned that may include setting up instruments and equipment according to department protocols; cleaning exam/procedure rooms, instruments, and equipment between patient visits to maintain infection control; cleaning sterilizer according to scheduled maintenance program and keeping appropriate records; ordering, sorting, storing supplies; and restocking exam/procedure rooms.
4. Fulfills organizational responsibilities as assigned including respecting/promoting patient rights; responding appropriately to emergency codes; sharing problems relating to patients and/or staff with immediate supervisor.
5. Fulfills clinical medical assisting responsibilities that vary according to state law, which may include medical/surgical asepsis, sterilization, instrument wrapping and autoclaving; checking vital signs ; physical examination preparations; clinical pharmacology; drug administration through various routes including injections; prescription verifications with physician's orders; minor surgery assists including surgical tray set-up pre/post surgical care, applying dressings, and suture removal; biohazard waste disposal and monitoring; therapeutic modalities; instructing patients with assistive devices, body mechanics, and home care; laboratory procedures including Occupational Safety and Health Administration (OSHA) guidelines; quality control methods; CLIA-waived testing; capillary punctures and veni-punctures; specimen handling such as urine,



- throat, vaginal, stool, and sputum; electrocardiography including mounting, emergency triage, and first aid. Medical assistants must adhere to the MA scope of practice in the laboratory.
6. Will make call to remind patient of appointment as instructed by their supervisor.
 7. Attendance, promptness, professionalism, the ability to pay attention to detail, cooperativeness with co-workers and supervisors, and politeness to customers, vendors, and patients.
 8. Occasional to moderate travel required.
 9. Other duties or special projects as assigned.

Education: High school diploma, and current documentation of a national certification for the registered medical assistant (RMA) through the American Medical Technologists (AMT) or for the certified assistant through the American Association of Medical Assistants (AAMA) or its equivalent.

Experience: Minimum one year of recent experience working in a medical facility as a medical assistant and/or documented evidence of externship completed in a medical office. Electrocardiogram (EKG), vital signs, veni-puncture, capillary, and injection current experience..

Supervisory Responsibilities: None.

Other Requirements: Must possess a current CPR certification and current health records with the appropriate immunizations to work in the health care field (hepatitis B and tuberculosis). Must have a valid Ohio driver's license and reliable transportation for travel.

Performance Requirements:

Knowledge:

1. Knowledge of CNHC's Employee Guidelines and Policies & Procedures.
2. Knowledge of health care field and medical office protocols/procedures.
3. Knowledge of specific assisting tasks related to particular medical practice.
4. Knowledge of information that must be conveyed to patients and families.

Skills:

1. Skill in performing medical assistance tasks appropriately.
2. Skill in tact and diplomacy in interpersonal interactions.
3. Skill in understanding patient education needs by effectively sharing information with patients and families.

Technical Skills:

1. Technical skill and knowledge of Microsoft Office (Word, Excel, Power Point, Outlook), and utilization of standard software programs and applications.

Abilities:

1. Ability to learn and retain information regarding patient care procedures.
2. Ability to project a pleasant and professional image.
3. Ability to plan, prioritizes, and completes delegated tasks.



4. Ability to demonstrate compassion and caring in dealing with others.

Equipment Operated: Standard medical exam/office equipment, which may include computerized health information management system for medical records, etc.

Work Environment: Combination of medical office and exam/procedure room settings. Well-lighted, well-ventilated, adequate space. May be exposed to unpleasant odors, cuts, infections, communicable diseases, hazardous materials, strains and injuries from patients and equipment. This position requires flexibility in schedule, some late night clinics and travelling may be required.

Mental/Physical Requirements: Must be able to use appropriate body mechanics techniques when making necessary patient transfers and helping patients with walking, dressing, etc. Must be able to lift up to 30 pounds of supplies. Occasional stress from workload.
Requires adequate hearing & vision.

