

# Medical Assistant

## Job Family Description - HEALTH SERVICES – Reports to: Unit Manager - Family Med/OB/GYN

This job family provides support to the staff practitioner, and to be an active, valued member of the Team. Jobs in this family maintain the highest confidentiality in regards to patient records and utilizes a team based approach. To perform this job successfully, an individual must be able to perform the duties listed below satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Minimum Qualifications:**

- ▶ Diploma of Medical Assisting. Must be a certified or registered Medical Assistant. Satisfactory professional references.
- ▶ Experience: 1-3 years of clinical experience.
- ▶ Maintain a current BLS certification
- ▶ This is an hourly position

**Work Level/  
Clinical**

### **Duties**

- Must be able to measure and record vital signs accurately.
- Must be able to effectively conduct patient interviews to include obtaining patient medical history and chief complaint.
- Prepares patient for examination and performs routine screening tests accurately according to clinical protocols.
- Support and facilitate optimizing physician billable time by carrying out delegated tasks such as returning patient phone calls, completing paperwork, etc. as directed by the provider.
- Accurately prepares and administers medications and injections with appropriated practitioner’s authorization.
- Engage patients, patients’ families, and their caregivers in understanding, setting, and monitoring patient self-managements care plans in a manner that is culturally and linguistically appropriate to the patient and caregiver.
- Demonstrate personal responsibility and respect for patients, patients’ families, and co-workers in professional appearance.
- Must ensure that OSHA and HIPAA guidelines are followed in clinical areas.
- Dispose of biohazard waste according to OSHA standards.
- Maintains BLS and effectively utilize CPR skills when required.
- Maintains patient exam rooms by stocking them with supplies and equipment.
- Collects and prepares specimens so that laboratory test are performed accurately.
- Properly dispose of contaminated supplies
- Properly sterilize instruments as needed.
- Apply the principles of comprehensive, community-based, patient-centered, developmentally appropriate, and culturally and linguistically appropriate care coordination.
- Effectively adheres to Unit Manager’s supervision and provides constructive feedback to improve the quality of care provided to patients.
- Ability to relate to the public regardless of racial ethnic and economic status.
- Participates in continuing professional growth through attendance at workshops and professional in-services and through individual research and reading, to include communication skills.
- Participate in population management activities as directed by the Practice.
- Attend and participate in organized functions of the Center and perform administrative functions as necessary.
- Performs all other duties as assigned.

# Medical Assistant

Knowledge, Skills, & Abilities	Core Competencies
<ul style="list-style-type: none"> <li>▶ Active Listening to give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriated, and not interrupting at inappropriate times.</li> <li>▶ Knowledge of and ability to interpret and apply information and clinical standards.</li> <li>▶ Projects a professional personal appearance and demeanor while on Center premises or representing the Center Ability to delegate tasks efficiently among team members.</li> <li>▶ Knowledge of and ability to interpret and apply related institutional policies and procedures.</li> <li>▶ Ability to communicate effectively verbally and in writing.</li> <li>▶ Ability to establish and maintain effective working relationships.</li> </ul> <p><b>SUPERVISORY RESPONSIBILITIES</b></p> <p>None</p>	<ul style="list-style-type: none"> <li>▶ <b>1. Communication</b> <ul style="list-style-type: none"> <li>– In addition to using highly developed analytical, technical, computer, oral, and written communication skills, uses high-level persuasion and negotiation skills.</li> </ul> </li> <li>▶ <b>2. Judgment/Decision Making</b> <ul style="list-style-type: none"> <li>– Provides input into strategic decisions that affect planning, policies, practices, and operations for a department, function and/or school/college.</li> </ul> </li> <li>▶ <b>3. Accountability &amp; Self-Management</b> <ul style="list-style-type: none"> <li>– Has full responsibility for interpreting, organizing, and executing assignments.</li> </ul> </li> <li>▶ <b>4. Supervision</b> <ul style="list-style-type: none"> <li>– Receives limited direction typically related to complex projects/situations.</li> </ul> </li> <li>▶ <b>5. Problem-Solving &amp; Analysis</b> <ul style="list-style-type: none"> <li>– Is generally expected to interpret and apply institutional policies, manage resources and initiate actions to achieve broadly defined objectives.</li> </ul> </li> </ul> <p><i>I certify that I have read the entire job description and understand the duties of this position.</i></p> <p>Employee Signature: _____ Date _____</p>

*\*\* The statements described in this job description is the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.*