



JOB DESCRIPTION

Update – 2/20/11

Position Title: **MEDICAL ASSISTANT**

Department: Mark Reed Healthcare Clinic & Elma Family Medicine

Status: FULL TIME (40 hr/week) - 1.0 FTE
Rotating shifts (40hrs/week) to mirror and accommodate clinic provider schedules.

Daily schedule to include two 15 minute breaks and 30 minute lunch.

Per-Diem: Hours vary depending on the need. May work at either clinic.

Reports to: Clinic Manager for administrative duties; Medical Director/Physician for clinical issues.

Position Summary:

The role of the medical assistant at the clinic is to support and assist the health care providers according to clinic policy and procedures; and to assist and arrange for smooth, efficient and high quality care in accordance with the mission statement of Mark Reed Healthcare District. The medical assistant is not authorized to administer narcotics.

Essential Job Functions:

1. Room patients: Maintain smooth patient flow through clinic rooms. Communicate continuously with fellow MA's regarding room availability and readiness. Communicate with patients in waiting room regarding estimated wait times. Communicate with medical providers via radio when patients are ready for exam. Assist providers with adherence to clinic schedule and punctuality.
 2. Maintain current information on the patient's health/care status.
 3. Document presenting complaint; take accurate vital signs, document findings on chart. Plot growth curves for pediatric patients. File signed loose papers in appropriate sections in chart.
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4. Prepare patients for their provider's exam.
5. Take telephone calls and provide relevant information to provider and patient. Check voice mail every 2 hours and return all patient phone calls by the end of each business day.
6. Assist providers with treatments and procedures. Assemble all needed supplies. Ensure that adequate consent has been obtained by provider prior to all procedures when necessary.
7. Notify patients of test results as directed and requested by providers.
8. Communicate regularly with referral coordinator to ensure accurate and timely referral process for consults, exams, diagnostics, and procedures. Complete referrals on acute basis when needed. Complete prior authorization process for radiological and diagnostic exams.
9. Administer immunizations under supervision of and as ordered by medical provider, as covered by licensure. (The administration of controlled substances by health care assistants is prohibited by state law).
10. Carry out providers' orders accurately and in a timely manner.
11. Perform wound dressing changes.
12. Perform lab duties if required.
13. Compile patient charts according to established arrangement.
14. Perform daily room checks and stock exam rooms with all needed supplies daily and as needed.
15. Responsible for completion of daily medication inventory worksheet per Clinic policy
16. Abides by clinic policies and participates in the development of policies as requested.
17. Ensures that all medications administered are signed by delegator and medical assistant and sent to the department of health.
18. Coordinate with housekeeping to maintain a neat and clean environment.
19. Clean exam tables and countertops when necessary and maintain cupboards.
20. Demonstrate good infection control practices in daily work.
21. Document, order, and inventory immunizations accurately and appropriately.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Performance Requirements:

1. Able to work well under pressure, organize and prioritize work load, and complete tasks in a timely manner.
2. Accountability to patient care TEAM; to include, fellow MA's, file clerk, referral coordinator, LPN, RN manager, and medical providers.
3. Able to work productively with minimal supervision.
4. Maintain **CONFIDENTIALITY** of all patient information.
5. Must be in good general health to perform job description, and demonstrate emotional stability.
6. Ability to relate to and work with ill, disabled, elderly, emotionally distraught, and/or hostile patients within the clinic and/or on the phone in a calm and professional manner.
7. Communicate and work in a respectful and considerate manner with patients, families, and co-workers.
8. Perform within the parameters of licensure and training. Health care assistants are not authorized to administer controlled substances.
9. Maintain professional appearance.
10. Use a "universal precautions" approach in the delivery of information and education to all patients receiving care at MRHC.

Educational Requirements:

1. Ability to read, with good comprehension, material written in the English language.
 2. Ability to write using principles of good composition, in a manner that is easy to understand.
 3. Ability to speak in such a way that thoughts or instructions can be readily understood.
 4. Ability to perform basic math functions.
 5. Licensed as a Health Care Assistant (or eligible to apply- if job is offered and not able to obtain the required licensure, position will be terminated).
 6. Trained as a Medical Assistant.
 7. Completion of CME requirements if required for licensure and yearly on-line training.
 8. Completion of required AIDS CME.
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9. Current certification in CPR/BLS.

Physical Requirements:

1. Full, unrestricted use of the upper extremities, including the shoulders, arms, wrists, hands, and fingers.
2. Reaching-extending the hand(s) and arm(s) in any direction.
3. Handling-seizing, holding, grasping, turning, or otherwise working with hand or hands.
4. Fingering-picking, pinching, or otherwise working with fingers primarily.
5. Feeling-perceiving attributes of objects such as size, shape, temperature, or texture by means of receptors in skin, particularly those of the finger tips.
6. Talking-expressing or exchanging ideas by the spoken word.

Circle or BOLD as appropriate for this position

Lifting 0-35 lbs	Never	Seldom	Occasional	Frequent	Constant
Carrying 0-35 lbs	Never	Seldom	Occasional	Frequent	Constant
Pushing/Pulling 0-35 lbs	Never	Seldom	Occasional	Frequent	Constant
Sitting	Never	Seldom	Occasional	Frequent	Constant
Standing	Never	Seldom	Occasional	Frequent	Constant
Walking	Never	Seldom	Occasional	Frequent	Constant
Bending/Stooping	Never	Seldom	Occasional	Frequent	Constant
Crouch	Never	Seldom	Occasional	Frequent	Constant

Vision: Within normal range with or without corrective devices

Hearing: Within normal range with or without corrective devices

Speech: Within normal range

SPECIFIC REQUIREMENTS

Must be able to read, write and speak the English language.

Staff Signature _____ Date _____

Manager Approval _____ Date _____

Reviewed by: _____ Date: _____

Clinic Medical Director

Reviewed by: _____ Date: _____

Clinic Manager

Reviewed by: _____ Date: _____