



Job Description

Job Title

Medical Assistant

Department	Reports To	FLSA Status	Prepared By	Approved By	Last Modified
Clinical	Clinic Operations/Risk Manager	Non Exempt	Human Resources	N/A	02/14/2019

Job Summary:

Medical Assistant: Assists physicians, nurses, and other medical staff by performing administrative and clinical duties under the direction of a physician.

Administrative duties may include scheduling appointments, maintaining medical records. Clinical duties may include, such preparing treatment room for patient exams, recording patient medical history, and cleaning and sterilizing medical equipment.

General Accountabilities

- Escort patients to exam rooms, interviews patients, measure vital signs, including weight, blood pressure, pulse, temperature, and document all information in patient's chart.
- Ensure all related reports, labs and information is filled out and available in patients' medical records prior to their appointment
- Secures patient information and maintains patient confidence by completing and safeguarding medical records; keeping patient information confidential.
- Prepares treatment rooms for patient examinations; Assist physician and physician assistant in exam rooms
- Disinfects, cleans treatment rooms following patient examinations; Maintains safe, secure, and healthy work environment by establishing and following standards and procedures; complying with legal regulations.
- Keep exam rooms stocked with adequate medical supplies, maintain instruments, prepare sterilization as required; Properly disposes of contaminated supplies
- Keeps supplies ready by inventorying stock; placing orders; verifying receipt.
- Maintain all logs and required checks (i.e. refrigerator temperatures, emergency medications, expired medications, oxygen, cold sterilization fluid change, etc.)
- Take telephone messages and provide feedback and answers to patient/physician/pharmacy calls
- Draws blood, removes sutures, changes dressings.
- Prepares treatment rooms for patient examinations.
- Interviews patients to obtain their medical history.
- Records patient medical history, vital statistics, and test results in patient medical files.
- Performs routine screening tests, such as height and weight measurements and blood pressure checks.
- Performs other related duties as assigned or requested.
- The company reserves the right to add or change duties at any time.

- Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.
- The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the job, nor are they intended to be an all-inclusive list of the skills and abilities required to do the job. Management may, at its discretion, assign or reassign duties and responsibilities to this job at any time. The duties and responsibilities in this job description may be subject to change at any time due to reasonable accommodation or other reasons.

Job Qualifications

- Minimum Education: High School Diploma or equivalent substitute.
- Minimum Experience: 2 years; combined education/experience as substitute for minimum experience.
- Minimum Certifications and/or Licenses: CPR and first aid certification required; certification as a medical assistant (CMA) preferred.
- Minimum Skills: Experience with EMR, MS Word, Excel, MS outlook.

Skills:

- Able to speak/write English clearly and make self understood.
- Good verbal and written communication skills.
- Correct grammar, spelling skills, and legible writing.
- Skills in answering the telephone in a pleasant and helpful manner and using a multi-line phone system.
- Able to read, understand, and follow oral and written instructions.
- Demonstrate compassion and caring in dealing with others.
- Tactfulness/soft spoken.
- Demonstrate willing to adapt to change.
- Be able to prioritize workload while remaining flexible.
- Confident positive manner and appearance.
- A medical mindset to understand the theories, reasons, and technical aspects of medicine.
- Understanding the implications of new information for both current and future problem-solving and decision-making.
- Ability to maintain records
- Knowledge in the fields of medicine, anatomy and physiology

Skills: Language

- Bilingual-English/Spanish

Competencies

- Problem Solving - Identifies and resolves problems time efficiently; Gathers and analyzes information; Develops solutions; Uses reason.
- Oral Communication - Speaks clearly and persuasively; Listens and gets clarification when necessary; Responds informatively to questions; Demonstrates presentation skills; Participates in meetings.
- Written Communication - Writes clearly and concisely; Edits work; Presents data effectively; Able to read and interpret written information.

- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks.
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to handle frequent change, delays, or unexpected events.
- Teamwork - Balances team and individual responsibilities; Gives and welcomes feedback; Able to build morale and group commitments to goals and objectives.
- Professionalism - Approaches others in a polite and tactful manner; Maintains composure and reacts well under pressure; Treats others with respect and consideration; Accepts responsibility for own actions; Follows through on commitments.
- Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.
- Must work well with constant interruptions, must have effective organizational, problem solving, and time management skills,
- Ability to learn and comprehend information from Procedures Manuals and other materials, people skills to handle different personalities and situations, a medical mindset to understand the theories, reasons, and technical aspects of medicine
- Exceptional customer service and phone etiquette, ability to maintain effective and organized systems to ensure timely patient flow,
- Ability to perform phlebotomy and administer injections, understanding the implications of new information for both current and future problem-solving and decision-making,

Physical Demands

- Occasionally required to sit.
- Occasionally required to walk.
- Occasionally required to use hands to finger, handle, or feel.
- Occasionally required to reach with hands and arms.
- Occasionally required to lift moderate weights (25-50 pounds).
- Finger dexterity required.
- Hand coordination required.
- Specific vision abilities required for this job include close vision, distance vision, ability to adjust or focus.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable
- *accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Work Environment

- This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.
- While performing the duties of this job, the member will be required to drive to community outreach sites, and will be required to drive to UCHC facilities as needed. The employee must occasionally lift and/or move up to 25 pounds.