



JOB DESCRIPTION

JOB TITLE: Medical Assistant

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REPORTS TO: Practice Manager

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SUMMARY: Provides assistance with various healthcare services following established policies and protocols including but not limited to obtaining specimens, conducting routine lab studies, and assisting with administrative functions.

DUTIES AND RESPONSIBILITIES:

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Greets, receives, and prepares patients for appointments/procedures; conducts interviews with patients, measures vital signs, and records information.
- Performs routine laboratory/radiology tests on patients as provided by established protocol.
- Maintains nursing stations and examination areas in a manner consistent with OSHA standards and Universal Precautions procedures.
- Maintains inventory of medical supplies and materials.
- Receives and screens telephone calls
- Schedules patient appointments. (*if necessary*)
- Coordinates patient flow.
- Maintains office/department and patient records – filing, retrieving test results or charts.
- Assists with patients medication refills (**ONLY with the assistance of the Doctor/PA/NP/LPN**)
- Prepares timely, legible, and complete documentation of all patient care as provided by law, regulation, and established policy
- Prepares patients forms for Doctors approval
- Participates in quality improvement and utilization review activities.
- Participates in continuing education to continually improve skills and abilities and stay abreast of current technologies/practices.
- Applies safety principles as identified by established policy.
- Ensures compliance with legal issues including but not limited to patient confidentiality and risk management; ensures compliance with JCAHO, federal, state, and local regulations.
- Exhibits a high degree of courtesy, tact, and poise when interacting with patients, families, and other healthcare professionals.
- Adjusts to fluctuating peaks in patient flow, acuity, and other operational demands while maintaining quality.
- Performs other duties as assigned by manager.

QUALIFICATIONS:

- Certified Medical Assistant (preferred) or High school diploma
- Completion of formal training program as nursing/medical assistant and/or comparable experience in clinical setting.
- Must possess current CPR certification.
- Knowledge of medical terminology.
- Demonstrated competence in reacting to and handling emergencies.
- Able to work collaboratively with multiple health professionals in a busy and complex environment using tact, diplomacy, and discipline.
- Ability to understand and adhere to established policies, procedures, and protocols.
- Strong charting/documentation skills.
- Ability to effectively communicate with people at all levels and from various backgrounds.
- Commitment to excellence and high standards
- Excellent written and oral communication skills
- Strong organizational, problem-solving, and analytical skills
- Ability to manage priorities and workflow
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm
- Good judgement with the ability to make timely and sound decisions
- Bilingual skills a plus.
- Ability to understand and follow written and verbal instructions.

PHYSICAL/MENTAL REQUIREMENTS:

While performing the duties of this job, the employee is frequently required to do the following:

- Walk and stand for prolonged periods.
- Lifts 25- 50 lbs frequently
- Understand and respond to a diverse population.
- Utilize visual, auditory, verbal, and olfactory processes required to assess, monitor, and care for patients.
- Interpret complex laws, regulations, and/or policies.
- Coordinate multiple tasks simultaneously

WORK ENVIRONMENT:

- Works in a clinical setting where employee may be exposed to bloodborne and airborne pathogens or infectious materials.