

Job Title: Medical Office Assistant

Department: Clinical Services

Immediate Supervisor Title: Physician, Nurse Manager, Clinical Services Manager, or other designated medical personnel

Job Supervisory Responsibilities: None

General Summary: A non-exempt position responsible for performing a variety of duties depending on whether it is a small clinic, large medical practice, multi-clinic, or a specialty office. 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 so they may fully utilize and benefit from the clinical services. May be assigned to specific medical specialty department (e.g., pediatrics).

Essential Job Responsibilities:

1. Documents all required medical care and medical information in EMR.
2. Gather pertinent patient medical information as required.
3. 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; relaying instructions to patients/families; answering calls, and providing pertinent information.
4. 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.
5. 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.
6. 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 or LMP; 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; 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 venipunctures; 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.

7. Other duties as assigned by nurse manager or clinical medical provider.
8. Participates in Patient Centered Medical Home team collaboration.
9. Participates in Quality Improvement efforts and activities.

Education: High school diploma or general equivalency diploma (GED), medical assistant diploma from an accredited vocational institution, or a community college course in medical assisting. Appropriate certificate indicating passing grade for specific specialty if working in specialty department; e.g., pediatric medical assistant exam.

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, venipuncture, capillary, and injection current experience.

Other Requirements: A current CPR certification and current health records with the appropriate immunizations to work in the health care field (hepatitis B and tuberculosis). Ability to speak English fluently; Spanish-speaking a plus

Performance Requirements:

Knowledge:

1. Knowledge of health care field and medical office protocols/procedures.
2. Knowledge of specific assisting tasks related to particular medical practice.
3. 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.

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, prioritize, and complete 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.

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 dealing with many staff and patients.