

2017 MEDICAL ASSISTANT JOB DESCRIPTION

Job Description: MEDICAL ASSISTANT	Revised: 03/04/16
Employee Name: (PRINT YOUR NAME)	Date Completed:

Professional Summary:

The Medical Assistant is a multi-skilled health professional who works interdependently with other health care professionals to provide quality health care to the patient. Medical assistants aid physicians by performing administrative duties and handling basic clinical tasks. They work in doctors' offices, hospitals, and medical clinics, helping to keep operations running smoothly and efficiently. The job description of a medical assistant varies from office to office. Some assistants assist in the examination and treatment of patients under the direct supervision of a Physician or Registered Nurse. Responsibilities include interviewing patients, measuring vital signs, and recording of medical information on patient charts. Prepares treatment rooms for examination of patient. May be required to draw and collect blood samples from patients and prepare specimens for laboratory analysis. Others are responsible for medical records, bookkeeping, and answering phones. In most small offices, medical assistants may handle all these tasks. They may also act as office managers. They plan the doctor's schedule, greet patients, file records and correspondence, and type letters and bills.

Education/Training:

- **Education:**
 - A high school diploma or equivalent;
 - One (1) year + on the job training or;
 - One (1) year Vocational School Training Program graduate with Certificate or Diploma or;
 - Two (2) year Community College Associate Degree
- **Certifications:**
 - CPR certification based on client requirements.
 - CMA from a private or national organization

Experience/Skills:

- One (1) year for all other candidates
- Prefer ability to perform EKGs, draw blood, administer injections, vitals, prescription refills, triage
- Ability to communicate with co-workers and patients in an effective manner

Duties and Responsibilities:

1. CUSTOMER SERVICE

- a. Works well with others in a spirit of teamwork and cooperation.
- b. Interacts consistently in a professional, compassionate manner with patients, families, physicians and colleagues.
- c. Utilizes Chain of Command; treats others with respect.

2. JOB KNOWLEDGE

- a. Demonstrates a thorough knowledge of work practices/responsibilities.
- b. Demonstrates self-direction, initiative and flexibility in performance of responsibilities; flexible with float policy.
- c. Demonstrates ability to set priorities and organize workload, especially during stress.

3. ETHICS

- a. Adheres to the policies and procedures of the organization, department, and regulatory and accrediting agencies.

- b. Adheres to dress code policy, neat and clean appearance, wears visible I.D. badge.
- c. Reports to work at scheduled shift time.

4. PATIENT RIGHTS

- a. Demonstrates awareness of and respect for patient/family/SO needs in relation to confidentiality, privacy, security, complaint resolution and spiritual and cultural needs.
- b. Serves as an advocate for patient/family/SO regarding decisions affecting the Plan of Care.

5. ASSESSMENT

- a. Completes assessments and reassessments according to unit standard; includes age specific required data.

6. CARE OF THE PATIENT

- a. Assist the doctor with examinations, patient treatment, and minor office surgery
- b. Preparing patients for examinations and performing routine test(s)
- c. Duties including measuring and recording patient vitals (height, weight, temperature and blood pressure)
- d. Patient interview, history and chief complaint
- e. Providing patient education with regards to office policies, medications, management of disease, home treatments and special diets
- f. Phlebotomy (with completed training of at least 10 hours of instruction and supervised practice), and collection of other labs specimens
- g. Performing basic lab tests
- h. Performing EKGs
- i. Change dressings, applying bandages, removing sutures and other first aid procedures.
- j. Maintaining supplies, equipment, stocking and sterilizing instruments
- k. Following appropriate legal and ethical professional conduct according to DPS Policy and Procedures, OSHA guidelines and Joint Commission National Patient Safety Standards
- l. Develops and maintains interpersonal relationships with patients, visitors, and other facility personnel.
- m. Transports patients to other units and or departments.
- n. Responsible for skillful use and operation of facility equipment
- o. May administer medication by intradermal, subcutaneous, or intramuscular injections, perform skin test, and other technical supportive services with specific authorization and supervision of a licensed physician, surgeon, physician assistant, nurse practitioner, or nurse midwife
- p. Assists with the preparation of equipment and aids physician during treatment, examination and testing of patients.
- q. Observes, records, and reports patient's condition and reaction to drugs and treatments to the physician.
- r. Oversees appointment bookings and ensures preferences are given to patients in more urgent situations. Maintains the timely flow of patients.
- s. Greets patients and prepares them for examination, screens patients for appropriate information and instructs in collection of samples and tests.
- t. Schedules patients for diagnostic testing and follows up to ensure that patient has completed testing by auditing charts weekly. Arranges for patient admissions to the hospital at physician's request.
- u. Responds to and refers incoming telephone calls, instructs patients and family members regarding medications and treatment instructions, and assists with referrals.
- v. Formulates and updates patient care plans, and orders, prepares, and inspects patient charts, posts test and examination results.
- w. Communicates with patient regarding test results and plan of care by phone or mail as directed by physician.

- x. Prepares examination rooms and checks off daily cleaning list at the end of day. This includes restocking of treatment rooms.
- y. Maintains temperature log on refrigerator.
- z. Attends required meetings and participates in team activities and professional development activities.
- aa. Maintains a positive, caring attitude and treats patients and co-workers with respect.
- bb. Performs other duties as assigned by the practice manager.
- cc. Refers matters outside the scope of duties to the physician or practice manager.
- dd. Calling prescriptions to the pharmacy for the physician.

7. ENVIRONMENT OF CARE

- a. Maintains clean, organized, safe working area; equipment is in safe working order or reported for repair.

8. MANAGEMENT OF INFORMATION

- a. Maintains privacy, confidentiality, security and integrity of patient, employee and organizational data.
- b. Concise documentation to support assessment, monitoring treatment and education provided.

9. INFECTION CONTROL

- a. Demonstrates knowledge of and complies with Infection Control Policies: utilizes personnel protective equipment
- b. Immediately disposes of biomedical waste in designated container at point of origin.

Mental Skills and Abilities:

- **Reading** - Ability to read and understand technical journals, manuals, reference books, legal documents and financial reports.
- **Writing** - Ability to write summaries for patient documentation using proper facility approved format and conforming to rules diction and style.
- **Speaking** - Ability to be conversant in the principles and methods of effective and persuasive speaking and discussion; and to participate in panel discussions using clear and distinct speaking voice with appropriate pauses and emphasis, correct pronunciation, and variation in word order.
- **Reasoning Ability** - Ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret a variety of instructions;
 - To plan work and develop procedures; to learn and/or evaluate information in order to make judgments and decisions.

Work Situations:

- **Communication** - The ability to relate to people in situations involving more than giving and receiving instructions.
- **Direction, Control and Planning** - Adaptable to accepting responsibility for the direction, control, or planning of an activity.
- **Feelings or Ideas** - Adaptable to situations involving the interpretation of feelings or ideas in terms of personal viewpoint. The employee may be called upon to use creativity, self-expression, or imagination.
- **Influencing** - Adaptable to influencing people in their opinions, attitudes, or judgments. The employee may be in a position to motivate, convince, or negotiate.
- **Measurable or Verifiable Criteria** - Adaptable to making generalizations, judgments, or decisions based on measurable or verifiable criteria. The employee may make evaluations on the basis of data.

- **Performing Under Stress** - Adaptable to situations requiring the precise attainment of set limits, tolerances, or standards. The employee may need to be precise, thorough, exacting, or meticulous in regard to material worked; or in activities such as numerical determinations, record preparation, or inspecting.
- **Repetitive, Continuous** - Adaptable to performing repetitive work, or to continuously performing the same work, according to set procedures, sequence, or pace. The employee may perform work that is inherently of a repetitive nature.
- **Sensory or Judgmental Criteria** - Adaptable to making generalizations, judgments, or decisions based on sensory or judgmental criteria. The employee may rely on one or more of the five physical senses, or rely on knowledge gained by experience to make evaluations.
- **Set Limits, Tolerances, or Standards** - Adaptable to performing under stress when confronted with emergency, critical, unusual, and/or dangerous situations; or in situations in which working speed and sustained attention are make or break aspects of the job.
- **Variety and Change** - Adaptable to performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure. Several duties in a job that require significant differences in technologies, techniques, procedures, working conditions, physical demands, and/or situations constitute this factor.

Physical Demands:

- *Medium Work* - Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to lift, carry, push, pull, or otherwise move objects.
- *Balancing* - Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery, or moving surfaces.
- *Carrying* - Supporting the weight of an object with hands and arms and moving from one place to another.
- *Climbing* - Ascending or descending ladders, stairs, ramps, and the like, using feet and legs and/or hands and arms.
- *Crouching* - Bending the body downward and forward by bending legs and spine.
- *Dexterity* - Picking, pinching, or otherwise working with fingers.
- *Eye-Hand-Foot Coordination* - The ability to coordinate hand and/or foot motions with visual stimuli in order to engage in or perform physical activities, such as typing, operating vehicles or mechanical equipment, etc.
- *Handling* - Seizing, holding, grasping, turning, or otherwise working with fingers and/or hands.
- *Hearing* - Perceiving the nature, intent or meaning of sounds.
- *Kneeling* - Bending legs at the knee to come to a rest on knee or knees.
- *Lifting* - Raising objects from a lower to a higher position or moving objects horizontally from position-to-position.
- *Pulling* - Exerting a force so as to move an object toward the individual.
- *Pushing* - Using upper extremities to press against something with steady force in order to move forward, downward, or outward.
- *Reaching* - Extending hand(s) and arm(s) in any direction, especially upward in placing or retrieving objects.
- *Sitting* - To rest the body upright supported by the buttocks and thighs.
- *Standing* - To be upright supported by the buttocks and thighs.
- *Talking* - Expressing or exchanging ideas by means of the spoken word.
- *Walking* - Moving about on foot to accomplish tasks.
- *Seeing* - The ability to perceive the nature of objects by the eye. The important aspects of vision are:

- Clarity of vision at 20 inches or less.
- Clarity of vision at 20 feet or more.
- The ability to judge distance and space relationships.
- The ability to identify and distinguish colors.

Supervision/Contacts:

- Receives supervision from Staffing Coordinator, Supervisor, Doctor, On Site Nursing/Clinical Manager/ Supervisor in assigned area.
- Daily contact with DPS Client(s) employees and management.
- Daily contact with visitors; occasional contact with outside vendors.

Environment:

- Work involves intermittent to occasional exposure to unpleasant working conditions or undesirable elements; may involve some contact with potentially hazardous or harmful elements in providing administrative or support services.
 - Exposure to Toxic caustic chemical detergents
 - Exposure to potential electrical shock
 - Exposure to high pitched noises
 - Exposure to Communicable diseases
 - Exposure to blood and bodily fluids
- Employee is subject to inside and occasional outside environmental conditions. Protection from weather conditions but not necessarily from temperature changes when inside.

Tools and Equipment Used:

Personal computer, Fax machine, Telephone, Computer Printers, Calculator, Copier, Pens, Pencils, Reference Books, Safety Glasses, Mask/Respirator, Gloves, Automobile, and Electrical and Non-Electrical Patient Care Equipment.