

Position Description

POSITION SUMMARY

The Medical Assistant is responsible for receiving and preparing patients for medical examination and treatment. This includes taking vital signs, medical and social history, assisting the provider with the examination and treatment and entering clinical data into the electronic health record. Under general supervision of a medical provider, performs general medical services such as medication administration, diagnostic and therapeutic procedures. Functions within the patient centered medical team to provide quality, accessible, and safe patient centered care.

PRIMARY FUNCTIONS

1. Collects and records demographic information on the appropriate forms and in the patient's medical record and validates accuracy at every visit.
2. Uses patient full name and date of birth to verify patient identify and verify correct patient following Swope Health's policies.
3. Performs and records the patient's vital signs and reason for the visit and enters this information into the electronic health record.
4. Administer nebulizer "breathing" treatment as ordered
5. Assist provider with examinations and procedures.
6. Collects and processes specimens including urine, capillary blood, nasal and nasopharyngeal, and throat.
7. Addresses assigned telephone encounters, documents and referrals within designated time frames within the electronic health record.
8. Performs medication reconciliation with the patient and records in the electronic health record.
9. Performs assigned screenings, including but not limited to depression screening, tobacco use, and substance abuse.
10. Screens patients and/or Associates for signs and symptoms of illness following protocols and procedures.
11. Administers medications as ordered using the 6 Rights – right dose, right patient, right med, right route, right time, and right documentation following Swope Health policies and procedures.
12. Performs injections to include intradermal, subcutaneous, and intramuscular.
13. Performs venipuncture (if performed in the clinic).
14. Completes approved standing orders as indicated by chief complaint or chronic/acute condition of patient.
15. Observes and conforms to Personnel, Infection Control, Quality and Safety policies of the Health Center. This includes the donning and doffing of Personal Protection Equipment when indicated.
16. Reports safety concerns to the Clinic Manager. Completes Incident Reports as indicated.

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17. Perform other duties commensurate with skill level as assigned by the LPN, RN or Clinic Manager.
18. May performs appointment reminder calls the business day prior to the scheduled appointment and documents in the electronic health record.
19. Reviews incoming faxes or documents and attaches to the patient record.
20. Scans documents into the electronic health record. (ex. EKG's, ROIs, spirometry, prescriptions)
21. Cleans patient rooms between patients and stocks patient exam rooms daily at the end of each shift.
22. Calibrates and performs controls on specific waived testing machines, including documentation.
23. Customer Service Skills:
 - a) Works to decrease patient wait time in the clinic by rooming patients as quickly as possible
 - b) Communicates customer/patient complaints to the Clinic Manager as soon as identified
 - c) Maintain a positive and professional attitude throughout any interaction with the customer/patient/coworkers
 - d) Possess the ability to communicate effectively with patients, relatives, department nursing and medical staff, other departments and the community while maintaining a caring and professional attitude.

CLINICAL COMPETENCIES

Clinical Competencies may vary based upon the patient population services provided.

- Obtain vital signs (blood pressure, temperature, pulse, respiration) height and weight that are "age specific.". For pediatrics, head circumference if < 2 years of age.
- Perform ECGs.
- Perform spirometry.
- Perform pulse oximetry.
- Perform CLIA waived laboratory tests:
 - Urine dipstick
 - Urine pregnancy test
 - Rapid strep test
 - Hemocue
 - HgbA1C
 - HIV
 - Hep C
- Provide instructions for Fecal occult testing to patient
- Glucose monitoring

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POSITION QUALIFICATION/REQUIREMENTS

1. High school graduate or G.E.D.
2. Must have graduated from an accredited medical assistant program and must be a Medical Assistant certified by NRCMA (Nationally Registered Certified Medical Assistant) RMA (Registered Medical Assistant), CMA (Certified Medical Assistant), NCMA (National Certified Medical Assistant) or CCMA (Certified Clinical Medical Assistant).
3. Possess certification in Basic Cardiac Life Support (BCLS). Must be obtained within 3 months of hire and should be renewed every 2 years must keep current BLS card.
4. Excellent communication skills, telephone etiquette and possess the ability to work with people.
5. Must have reliable transportation.
6. Must exhibit the ability to work with people (staff, visitors and clients).
7. Willing to travel to all Swope Satellite Clinics and temporary testing sites if needed.