



## JOB DESCRIPTION

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Position:	Medical Assistant
Department:	Medical Support
Reports to:	Nursing Supervisor
FLSA Status:	Non-Exempt Position
Grade:	5

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### **GENERAL PURPOSE:**

The Medical Assistant provides medical support services to the providers in order to ensure a smooth flow of patients through the medical clinic.

### **MAIN RESPONSIBILITIES AND DUTIES:**

- 1) Assists patients calling and visiting the clinic
  - a. Calls and escorts patients to exam area timely to promote continual flow of patients
  - b. Obtains vital signs, height and weight and documents in Electronic Health Record (EHR) per policy and procedure
  - c. Makes referral appointments and maintains referral in i2i log
  - d. Collects and processes laboratory specimens per policy and procedure
  - e. Assists with call backs to patients at provider request
  - f. Enters patient with designated problems into tickler file per protocol
  - g. Maintains tracking in i2iTracks
  - h. Maintains daily EHR worklist
- 2) Assisting providers with patients and calls
  - a. Initiates Care Plans and updates in EHR per Patient Centered Medical Home (PCMH)
  - b. Assists provider with examinations
  - c. Administers immunizations and medications per protocol
  - d. Utilizes appropriate technique in administering injections
  - e. Follows infection control per Clinical Policy and Procedure guidelines
  - f. Assists with calls to pharmacies per protocol
  - g. Records timely in EHR per the corporation's policy and procedure
  - h. Initiates Advanced Directives and updates as appropriate per policy and procedure for PCMH
- 3) Cleans, autoclaves, and sterilizes instruments, equipment, etc., used in clinic
- 4) Performs control tests of certain laboratory equipment
- 5) Prepares and stocks exam rooms
- 6) Enters patient data into clinic tracking system
- 7) Maintains professional growth by attending all meetings and in-service trainings
- 8) Participates in Continuous Quality Improvement (CQI) activities and staff meetings
- 9) Treats all clients, staff and the community with respect and courtesy
- 10) Utilizes effective means to resolve conflict

- 11) Utilizes effective verbal and written communication skills
- 12) Flexibility to work at other Ampla Health sites as needed
- 13) Performs other duties assigned by supervisor

### **QUALITIES & CHARACTERISTICS**

- 1) Maintains a professional relationship, and positive attitude with co-workers, the public, patients and all Ampla Health's staff, Board of Directors and vendors
- 2) Maintains the highest professional ethics and is honest in dealing with people, is a model for all employees through his/her actions
- 3) Strives to learn more and is receptive to new challenges and opportunities
- 4) Displays enthusiasm toward the work and the mission of Ampla Health

### **PROFESSIONAL KNOWLEDGE, SKILLS & ABILITIES**

- 1) High School Diploma or GED required
- 2) Completion of a Medical Assistant Training Program
- 3) Medical Assistant Certification required
- 4) Current CPR certification required
- 5) Effective communication skills. Adept at dealing with people in person or in telephone contacts
- 6) Neatness and accuracy in performing tasks
- 7) Ability to use discretion in situations dealing with confidential patient health information
- 8) Effective time management skills
- 9) Familiarity with primary care outpatient clinic procedure (desirable)
- 10) Demonstrate clear knowledge of Ampla Health's clinic structure, standards, procedures and protocols

### **COMMUNICATIONS SKILLS**

- 1) Must have neat and legible handwriting
- 2) Must be able to interact with patients courteously and calmly
- 3) Ability to communicate well with the public

### **WORKING CONDITIONS & PHYSICAL REQUIREMENTS**

Works well with patients in a generally comfortable office environment. Employees must possess the following physical requirements:

- 1) Must be able to lift up to 40 pounds and push up to 100 pounds (on wheels)
- 2) Able to work on feet the majority of the day without tiring
- 3) Must be able to hear adequately to auscultate B/S
- 4) Must have vision which is adequate to read increments on tuberculin syringe accurately
- 5) Must be able to reach above shoulder level to work. Must be able to bend, squat and sit, stand, stoop, crouch, reach, kneel, twist/turn
- 6) This position has exposure to Aerosol Transmitted Diseases (ATD) and Blood Borne Pathogens (BBP)

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EMPLOYEE NAME(PRINT)

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EMPLOYEE SIGNATURE

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DATE