



JOB DESCRIPTION

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

GENERAL PURPOSE:

Certified Medical Assistants are multi-skilled practitioners who provide medical support services to the providers as part of a care team in order to ensure a smooth flow of patients through the medical clinic, and are viewed by physicians as vital partners in increasing medical office productivity.

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) Under direct clinical direction of the overseeing clinician where necessary, assists with patient care and other medical services
 - a. Initiates Care Plans and updates in EHR per Patient Centered Medical Home (PCMH)
 - b. Prepare and administer medications as ordered by the clinician
 - c. Initiates prescriptions orders or drug refills upon review and approval of the overseeing clinician and calls in routine refill prescriptions that are "exact" meaning having no changes in the dosage levels to a pharmacy
 - d. Under the direction of the clinician may enter medication, laboratory and radiology orders into the Electronic Medical Record
 - e. Transmit patient education information that has been approved by the clinician
 - f. Administer immunizations and performs standing orders per protocol
 - g. Utilizes appropriate technique in administering injections

- 3) Under the direct clinical direction of the Nursing Supervisor, assists with other medical services
 - a. Follows infection control per Clinical Policy and Procedure guidelines
 - b. Records timely in EHR per the corporation's policy and procedure
 - c. Initiates Advanced Directives and updates as appropriate per policy and procedure for PCMH
 - d. Cleans, autoclaves, and sterilizes instruments, equipment, etc., used in clinic
 - e. Performs control tests of certain laboratory equipment
 - f. Prepares and stocks exam rooms
 - g. Enters patient data into clinic tracking system
 - h. Maintains professional growth by attending all meetings and in-service trainings
 - i. Participates in Continuous Quality Improvement (CQI) activities and staff meetings
 - j. Treats all clients, staff and the community with respect and courtesy
 - k. Utilizes effective means to resolve conflict
 - l. Utilizes effective verbal and written communication skills
 - m. Flexibility to work at other Ampla Health sites as needed
 - n. 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)

EMPLOYEE NAME(PRINT)

EMPLOYEE SIGNATURE

DATE

I agree that I am the overseeing Clinician for this Certified Medical Assistant:

CLINICIAN NAME (PRINT)

CLINICIAN SIGNATURE

DATE