



POSITION DESCRIPTION Medical Assistant

POSITION SUMMARY:

The Medical Assistant performs a variety of clerical and clinical support functions including but not limited to clinic reception, medical record keeping, basic laboratory and diagnostics and initial patient work ups. Provides care within the boundaries of education and preparation. Assist with the patient's progression through the continuum of care.

POSITION DESCRIPTION – Medical Assistant	
STANDARD	
Environment of Care: Demonstrates knowledge and practice of:	
1.	Safety - Department specific and hospital wide safety risks
2.	Security – Processes for minimizing security risks
3.	Haz Mat/Waste - Procedures for spills/MSDS
4.	Emergency Preparedness – Role in emergency codes
5.	Fire Safety – Role/response in Code Red actual/drill
6.	Med Equipment – Safe operation of equipment (see specific list) user error education
7.	Utility Systems – Emergency procedures for utility failures
Infection Control: Demonstrates knowledge and practice of:	
8.	Department specific policies and procedures
9.	Hospital-wide policies and procedures
10.	Location/use of personal protective equipment
11.	CDC Hand Washing Guidelines
Performance Improvement: Demonstrates knowledge of:	
12.	Hospital-wide approach to Performance Improvement
13.	How department is involved in hospital-wide PI program
Patient Rights: Demonstrates knowledge and practice of:	
14.	Patient Rights and Responsibilities
15.	Confidentiality Policy – HIPAA
16.	Ethical Issue Resolution
17.	Organizational Ethics Policy
18.	Restraint Policy & procedure, alternatives to restraints
Risk Management: Demonstrates knowledge and practice of:	
19.	Occurrence Reporting
20.	Identify and report a sentinel event
21.	Sexual Abuse/Allegation Reporting
22.	Root Cause Analysis/FEMA
Certifications	
23.	BLS card Exp date:
24.	Medical Assistant certification Exp date:
Patient Safety	
25.	Non-punitive medical/healthcare reporting
26.	National patient safety goals <ul style="list-style-type: none"> ▪ Accuracy of patient identification using patient's name and birth date
27.	Fall prevention measures – bed alarms, side rails, use of family members
28.	Skin breakdown prevention
29.	Care of restrained patient
30.	Infant abduction

STANDARD

31. Sentinel events alert
- Nosocomial infections
 - Bed rail safety/risk of entrapment
 - Preventing needle sticks and sharps injuries
 - Inpatient suicide

Department Core Competencies

32. Identifies cultural and religious needs, language barriers, physical and psychological limitations

33. Performs front office duties

- Answer phones and greet patients
- Screen calls and visitors to determine nature of request or problem; refers to appropriate staff member
- Schedule, reschedule and cancel appointments with physicians
- Use of computer system
- Take standard information for billing, administrative or other purposes
- Distribute forms, informational materials and medical records
- Collect and record payments
- Assist with completion of forms
- Make referrals to other health care providers; schedule appointments for consultations, diagnostic imaging, lab tests, physical therapy

34. Maintain patient chart/file system. Produce daily patient list, pull charts ensuring that records and forms are in proper order. Insert new/updated clinical and administrative documentation. Check for physician sign off as required.

35. Perform various data entry and information retrieval tasks using computerized patient records system

36. Process medical records requests. Screen incoming requests, pull charts and route to physician for approval. Copy pertinent information adhering to established procedure for protection of confidentiality in releases to third parties.

37. Type/proof clinical notes, correspondence, reports, forms, manuals, records and other materials from taped, handwritten or typed copy. Draft routine correspondence.

38. Order office and clinical supplies.

39. Perform initial patient work ups, escort patient to exam room, take personal and medical history, VS

40. Perform basic lab work

- Draw blood specimens
- Prepare cultures, UAs, Pap smears
- Follow up lab test results by filing in chart, route to physician for review
- Follow up with patient as appropriate to schedule further appointments//consultations
- Give out/send prescriptions prepared by physician

41. Perform ongoing observation of patient within boundary of educational preparation

42. Observe and report patient responses to pain management plan to the nurse for intervention

43. Communicate and document in an accurate and timely manner the patient's care and the response to that care

44. Prioritize patient needs based on report, patient, nursing and physician orders

45. Document accurately patient data including ADL, I&O, specimen collection, height and weight

46. Perform in office EKGs and injections as ordered

47. Assist physician with pelvic exams, emergency suturing, etc.

48. Sterilize, package and autoclave instruments

Age Specific Competencies**Knowledge**

49. Demonstrate knowledge of growth and development

50. Criteria to identify victims of abuse and neglect

Skills

51. Ability to take age specific vital signs correctly with proper equipment

52. Demonstrate ability to provide age specific teaching

53. Uses age appropriate communication skills

54. Identifies age specific safety issues

55. Uses knowledge of age specific data in ability to collect patient data and report changes in the patient's condition

Service Standards

56. Is proactive. Anticipates and responds to patient/physician/family members/coworkers needs. Demonstrates an energetic and positive approach to work. Is sensitive to customer's physical, social and cultural needs.

57. Demonstrates accountability and commitment to coworkers. Is a dependable member of the team and addresses issues in a timely manner.

58. Demonstrates sense of ownership. Pays attention to details of job, ensures all mandatory obligations are met.

59. Gives all customers their full attention and treats them with dignity, respect and understanding.

60. Presents a clean, professional, well groomed image. Wears name badge, adheres to uniform policy.

STANDARD
61. Safeguards patient confidentiality in all forms of communication.
62. Works effectively with others toward achieving common goals including morale and teamwork.
63. Interacts compassionately and in a timely manner with all customers.
Equipment – Demonstrate Safe and Effective Use
64. EKG machine
65. EEG machine
66. O2
67. Dinamaps/datascope
68. Electronic thermometer
69. BP Cuffs
70. Printer/Computer
71. Copier
72. Fax

POSITION (MINIMUM) REQUIREMENT CHECKLIST

Position Title: Medical Assistant

Department: Ambulatory Care

EDUCATION

- Less than high school
 - High school or GED
- Vocational/Technical
- 2 year/Associates Degree
- 4 year/Bachelor's Degree
- Post Graduate Degree
- License/Certification – current MA certification
- Knowledge of state, federal, JCAHO regulations
- Medical terminology

EXPERIENCE

- One year MD office/Clinic experience
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SKILLS

- Organizational
- Verbal/Follow verbal instructions
- Interpersonal
- Customer Relations
- Mathematical
- Analytical
- Grammar/Spelling
- Read/Comprehend/Follow written instructions
- Transcription
- BLS
- ACLS
- Computer
- Management/Planning Skills

PRE-PLACEMENT TESTING

- Minimum score of on Clerical test
- Minimum typing of wpm
- Minimum score of 84 on PCT test
- Minimum score of 84 on WS test
- Minimum score of 84 on MT test
- Minimum score of 100 on Filing test
- Minimum score of 84 on Nursing medication test

AGE OF PATIENTS SERVED (For Nursing/Patient Care Positions)

- Neonate/Infant (birth - 1 yr)
- Child/Ped. (1 - 12 yrs)
- Adolescence (13 - 18 yrs)
- Adult (19 - 65 yrs)
- Geriatric (66 + yrs)

MENTAL AND EMOTIONAL REQUIREMENTS

- Manage stress appropriately
- Make decisions under pressure
- Manage anger/fear/hostility/violence of others appropriately
- Handle multiple priorities
- Work alone
- Work in areas that are confined and/or crowded
- Concentration to detail
- Memory for detail

HAZARDS

- Exposure to toxic/caustic/chemicals/detergents
- Exposure to extreme conditions, hot/cold
- Exposure to dust/fumes/gases
- Exposure to moving mechanical parts
- Exposure to potential electrical shock
- Exposure to x-ray/electromagnetic energy
- Exposure to high pitched noises
- Exposure to communicable diseases
- Exposure to blood and/or body fluids
- Exposure to excessive sunlight, or work outdoors
- Unprotected heights
- CRT (computer) monitor
- Operating heavy equipment

PHYSICAL REQUIREMENTS (See definitions on next page)

- Sedentary work
- Light work
- Medium work
- Heavy work
- Very heavy work

The minimum requirements of this position require the individual to:

- Stand for 4 hour(s) per day
- Sit for 1 hour(s) per day
- Walk for 4 hour(s) per day
- Perform repetitive tasks/motions
- Distinguish colors
- Hear alarms/telephone/tape recorder/normal speaking voice
- Have good manual dexterity
- Have good eye-hand-foot coordination
- Have clarity of vision
- Have good writing ability

Evaluate the requirements and activity percentage in time for this position based on the following:

- 1 - Not at all (0%)**
- 2 - Occasionally (1 - 33%)**
- 3 - Frequently (34 - 66%)**
- 4 - Continuously (67 - 100%)**

- 2 Climbing
- 3 Bending
- 3 Crouching
- 3 Squatting
- 2 Crawling
- 2 Kneeling
- 4 Balancing
- 3 Pulling with force
- 2 Reaching above head
- 3 Reaching above shoulder
- 3 Twisting at waist
- 3 Push/pull (up to 75 lbs.)
- 3 Lift/carry (up to 75 lbs.)
- 2 Lift from floor level up
- 3 Lift from waist level up
- 2 Lift above shoulders/head

POSITION (MINIMUM) REQUIREMENT CHECKLIST

LIST PERSONAL PROTECTIVE EQUIPMENT REQUIRED:

1. Gloves
2. Gown
3. Goggles
4. Masks
5. TB Mask (if respirator fit tested)

LIST OTHER MINIMUM REQUIREMENTS:

OCCUPATIONAL EXPOSURE TO BLOODBORNE PATHOGENS

- A - Routine exposure
- B - Occasional exposure
- C - No exposure

OCCUPATIONAL EXPOSURE TO TB

- 1 - Routine exposure
- 2 - Potential exposure
- 3 - No exposure

COMPRESSED GAS USAGE

- Yes
- No

DEFINITIONS:

SEDENTARY WORK:	Prolonged periods of sitting and exert up to 10 lbs. force occasionally.
LIGHT WORK:	Exert up to 20 lbs. force occasionally, and/or up to 10 lbs. frequently.
MEDIUM WORK:	Exert up to 50 lbs. force occasionally, and/or up to 20 lbs. frequently, and/or up to 10 lbs. constantly.
HEAVY WORK:	Exert up to 100 lbs. force occasionally, and/or 50 lbs. frequently, and/or 20 lbs. constantly.
VERY HEAVY WORK:	Exert over 100 lbs. force occasionally, and/or over 50 lbs. frequently, and/or over 20 lbs. constantly.

I have reviewed these job requirements and verify that I am able to perform the minimum requirements and essential functions of this position.

Employee Signature

Date