

### **POSITION SUMMARY:**

The Medical Assistant is a multi-skilled allied health professional, dedicated to assisting in all aspects of the practice under the supervision of the medical provider. The MA is responsible for assisting in the delivery of primary health care and patient care in a team based patient centered medical home environment; provides clinical support for medical practitioners, assists practitioner in the performance of Medical Procedures, and conducts follow up with the patients concerning lab and other test results; performs phlebotomy work and injections; manages patient records; acts as a liaison between patient, hospital, other providers and the practitioners.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Participates in daily care team huddle to perform pre-visit planning to identify lab work needed for chronic care services based on patient diagnosis and preventative care screenings are due.
- Prepares patients for examination and treatment, including taking histories and vital signs.
- Conducts comprehensive, preventative screenings for patients and/or assists all support staff in daily patient interactions as needed.
- Performs screening procedures as indicated.
- Follows standing order procedures as indicated by practice.
- Prepares exam and treatment rooms with necessary instruments; prepares and maintains supplies and equipment for treatments, including sterilization; performs terminal cleaning of exam rooms.
- Performs a variety of routine blood drawing procedures to include venipuncture, techniques using standard equipment to include vacutainer tubes and sleeves, tourniquets, syringes and butterfly needles.
- Assists providers in preparing for minor surgeries and physicals.
- Assists with diagnostic tests, treatments and referrals.
- Maintains patient files, records and other information.
- Checks charts for lab and X-ray reports and sorts for review by Provider.
- Draws and process blood, finger sticks and venous collections; centrifuges, labels and stores blood samples for subsequent analysis by Clinical Laboratory staff.
- Administers prescribed medications including routine immunizations, therapeutic injections and inhalation medications via nebulizer under the direction of a provider.
- Assists in maintaining compliance with quality assurance standards, including CLIA.

- Documents in vaccine, laboratory and medication inventory logs, logs refrigerator and freezer temps as required.
- Performs various quality control procedures to maintain compliance with internal and external regulations.
- Participates in Patient Centered Medical Home team meetings as needed and quality improvement initiatives.
- Maintains inventory of supplies and informs designated person of needed supplies.
- Assists with billing duties, including entering charges and diagnoses, and following up with providers on incomplete information.
- Remains current on all required training for current year. Utilizes higher education, seminars, professional publications, and hospital in services to remain current in profession.

#### **NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Performs other duties as assigned.

#### **COMPETENCIES:**

- Good organizational skills to handle multiple priorities while remaining professional and calm.
- Ability to work with many diverse people.
- Effective telephone skills.
- Strong level of confidentiality due to the sensitivity of materials and information handled.
- Must be able to make suggestions on workflow or system efficiency and effectiveness.
- Ability to work independently and be self-directed and flexible.
- Ability to prioritize.
- Ability to perform functions with minimal supervision.
- Ability to work at a high-volume level of accuracy.

#### **GENERAL EXPECTATIONS:**

- Be committed to the mission of the Hometown Health Center.
- Behave in a professional manner and consistently demonstrate and promote the values of respect, honesty, and dignity for the patient, families, and all members of the healthcare team.
- Committed to the constant pursuit of excellence and teamwork in improving the care of the patient and families of Hometown Health Center and the Patient Centered Medical Home Neighborhood.

- Be punctual for scheduled work and use time appropriately.
- Perform duties in a conscientious, cooperative manner.
- Perform required amount of work in a timely fashion with a minimum of errors.
- Be neat and maintain a professional appearance.
- Maintain confidentiality and protect the Practice by abiding by laws and principles related to confidentiality; keep information concerning Practice Operations, patients and employees confidential.
- This position requires compliance with Health Center's compliance standards, including its Standards of Conduct, Compliance Program, and policies and procedures. Such compliance will be an element considered as part of the Medical Assistant's regular performance evaluation.

### **PHYSICAL REQUIREMENTS:**

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit for prolonged periods of time, and talk and hear.

Some standing is required as well as walking, bending, stooping, kneeling, crouching, crawling, stretching, and climbing stairs. This position requires hand-eye coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment. Vision must be correctable to 20/20 and hearing must be in normal range for telephone contacts. It is necessary to view and type on computer screens for long periods and working in an environment which can be very stressful. The employee may occasionally lift and/or move up to 30 pounds.

### **WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work has frequent exposure to blood borne pathogens, communicable diseases, toxic substances, medicinal preparations and other conditions common to a medical practice setting. Work is completed in a normal office environment and involves frequent contact with staff, patients and the public. Noise level is moderate. Work may be stressful at times. Contact may involve dealing with people who are angry or upset. This position may involve working at various community clinics and may require extended hours as needed.

## **QUALIFICATIONS NEEDED FOR POSITION:**

The following experience and skills are considered essential:

- At least one year of experience as a Medical Assistant preferred.
- Experience and skill in taking vital signs and drawing blood.
- Experience and skill in maintaining records and recording test results.
- Ability to interact in a pleasant and professional manner with a wide variety of professional staff and patients.
- Ability to maintain quality control standards.
- Organizational skills, ability to prioritize, and attention to detail.

## **EDUCATION REQUIREMENTS:**

- High school education or the equivalent required.
- Graduate of an accredited program for Medical Assistants preferred.
- CMA- Certification by the AAMA required at time of hire or within 60 days of date of hire. Certifications must be maintained at all times.
- RMA- Certification by the AMT required. Certifications must be maintained at all times.
- CCMA- Certification by the NHA required. Certifications must be maintained at all times.

*Hometown Health Center is an equal opportunity employer and provider.*