



<b>Job Title:</b> Medical Assistant/Certified Medical Assistant/Registered Medical Assistant <b>Supervisor's Title:</b> Site Manager <b>Department:</b> Medical Support	<b>FLSA Status:</b> Non-exempt <b>Last Reviewed:</b> January 8, 2019
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**General Summary of Position:** Responsible for performing routine administrative and patient care supportive duties to assist medical and nursing staff in the examination and treatment of patients under the supervision of management and clinical staff while displaying compassion, a heart for ministry, and a Christian attitude.

**Educational & Experience Requirements:** High school diploma and completion of medical assistant program. Certification through AAMA preferred. On the job training with exceptional extensive experience may be considered in lieu of certification. Other medical assistant certification may be considered with exceptional extensive experience in field.

Primary care, pediatric or internal medicine experience preferred. Basic knowledge of medical terminology and patient flow preferred. Current CPR certification preferred. Computer literacy. GRITS training preferred. Excellent venipuncture skills preferred.

**Duties of the positions:**

- Greet visitors and patients, determine their needs and direct them accordingly
- Confirms all patient medical data with patients upon intake at each patient visit
- Assist the physician during the examination and procedure
- Administration of injectable medications (i.e.: immunizations, injectable birth control)
- Administer nebulizer treatments
- Collect and prepare lab specimens
- Downloads lab documents from server when needed
- Run ECG and PFT on mid-mark
- Administer vision and hearing screens
- Answer questions and give appropriate information directly or via telephone within the limits of medical knowledge and scope of practice
- Provide patient and family education related to disease processes at scope of practice; promote patient involvement in the plan of care. Document patient education in the patient record
- Explains treatment procedures as outlined and directed by the physician
- Cleans and sterilizes contaminated medical instruments
- Prepares and administers medications, injections, and immunizations as directed by a physician

- Completes telephone encounters from providers and other clinical and administrative staff; accurately relaying medical information
- Notify patients of test results as outlined by the physician
- Call other offices/facilities for pending test results
- Alerts physician when urgent patient matters arise
- Assures readiness of patient exam rooms and work up areas by performing daily routine housekeeping and stocking
- Use proper lifting techniques to assist patients out of cares, push in wheelchairs, on to exam tables and other patient mobility situations
- Enter old immunization records into GRITS and EMR
- Conduct diabetic eye exams as needed
- Demonstrate knowledge of policies and procedures related to confidentiality and privacy, patient care, infection control, and environmental safety
- Communicate clearly and effectively over the phone with proper telephone etiquette, in person when interacting with patients and visitors, and in print when relaying messages to staff, patients and visitors
- Work effectively as a team member with physicians, management, nurses, volunteers, and other staff
- Appropriately interact with patients, families, staff, visitors, volunteers and others
- Demonstrate flexibility in response to continuous changes in demands, procedures and situations
- Remain calm and react effectively in situations whether routine or emergent
- Demonstrate compassion, love and care when interacting with patients, staff, volunteers, visitors and families
- Work accurately and efficiently