



<b>Job Title:</b> Medical Assistant/Certified Medical Assistant/Registered Medical Assistant <b>Supervisor's Title:</b> Site Manager <b>Department:</b> Medical	<b>FLSA Status:</b> Non-exempt <b>Revised:</b> 08/16/2019
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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.

**Responsibilities:**

**Providing competent patient care, education and instruction**

1. Documenting accurately in EMR on an ongoing basis
2. Rooming patients in a timely manner on an ongoing basis
3. Arriving on time daily

**Protecting the patients information according to HIPPA, and keeping in compliance with Medicare, Medicaid, OSHA, OIG and other legal and/or contractual obligations**

1. Maintaining safe/secure patient information
2. Maintaining compliance with Medicare, Medicaid, OSHA, OIG on an ongoing basis

**Protecting the physicians' information to include DEA#, License#, phone numbers, addresses, DOB, SSN, and other information**

1. Obtaining authorization to release protected provider information
2. Maintaining safe and secure environment for protected physician information

**Ensure patient safety is maintained**

1. Maintain safe surrounding on an ongoing basis
  2. Provide accurate documentation in EMR
  3. Verify immunizations/injectable prior to administration on an ongoing basis
- Providing excellent patient care through a warm, friendly, and welcoming personality and environment
  - And any other duties as assigned

**Skills:**

- Listening to patients, understating points being made and asking appropriate questions
- Appropriate documentation of patient information and triage techniques
- Tact and diplomacy in personal and telephone interactions
- Health information management by appropriately documenting patient data and message
- Understanding patient needs and effectively relaying information to patients and families of diverse economic, physical, emotional, social, and spiritual backgrounds

**Abilities:**

- Accurately and efficiently record patient history, vital signs, and information such as test results in medical records
- Properly sterilize instruments and dispose of contaminated substances or instruments
- Appropriately prepare treatment rooms for patient examinations and procedures
- 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

**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 midmark
- Administer vision and hearing screens
- Answer questions and give appropriate information directly or via telephone within the limits of medical knowledge and background
- Provide patient and family education related to disease processes at his or her level; promote pt involvement in the plan of care. Document pt education in the patient record.
- Explains treatment procedures
- 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
- 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
- Entering old immunization records into GRITS and EMR
- Conducting diabetic eye exams – if applicable

**Knowledge:**

- Procedures and techniques involved in administering routine treatments to patients
- Medical and anatomical terminology appropriate to license level
- Medication/immunization administration
- Policy and procedures related to confidentiality and privacy, patient care, infection control, and environmental safety
- Knowledge of Appropriate HIPPA and OSHA protocols

**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 patient flow preferred. Current CPR certification required. Computer literacy. GRITS training preferred. Excellent venipuncture skills preferred, but not required.

**Working Conditions:** The position has normal office working conditions with the absence of disagreeable elements.