
Job Title	Medical Assistant
Department	Medical Support
Reports to	Chief Operating Officer
Effective Date	12/20/2021

Position Summary

As a member of the Care Team, the Medical Assistant position is responsible for a variety of clinical tasks for the care of patients from the waiting area to the exam room. All staff are required to document their work in the electronic medical record, treat patients in a timely and professional manner, and keep their work areas properly stocked, cleaned, and in compliance with applicable regulations.

Principal Duties and Responsibilities*

Technical requirements

1. Accurately perform basic patient assessment activities (e.g. heights, weights, temps and blood pressures) based on existing protocols or provider requests.
2. Administer tests or surveys, complete EMR forms (WIC forms, MPE, ASQ, Edinburgh, growth charts, papsmear, etc.), assist with procedures, and provide other services as required according to the age, condition, and physical needs of each patient.
3. Collect and test specimens as required (urine, sputums, pregnancy tests, etc.)
4. Room patients for their exams and maintain responsibility for the patient care process until the end of each visit, including escorting patients as needed to other departments for tests or procedures.

Compliance and documentation

1. Thoroughly, accurately, and promptly document all service rendered in the electronic medical record for every patient.
2. Perform all tests, procedures, and other services according to the policy and procedure of NeighborHealth Center (NHC), notify the appropriate supervisor in a timely manner of instrument or procedural problems when performing the same, and direct questions concerning the same to the persons in appropriate authority over the service in question.
3. Be knowledgeable of and in compliance with CLIA, OSHA, HIPAA and JCAHO regulations for safety, infection control, equipment operation, confidentiality, and other applicable areas (e.g. patient identification and standard precautions).
4. Run instrument and test controls, monitor and replace needle and syringe containers, maintain and sterilize equipment and instruments, monitor and maintain inventories, and perform other tasks as needed to maintain a safe and well-functioning work environment
5. Participate in proficiency testing as required by NHC or departmental policy to ensure that proper standards of care are being maintained.

Patient care, customer service, and other universal working standards

1. Monitor and update worklists and queues to ensure that no patients are subjected to unnecessary delays.
 2. Greet all patients in a kindly spoken and courteous manner, inform them of the status of their visit (where they should go next, when their visit is over, when they can expect to get results of tests, etc.), and thank them for utilizing NHC
 3. Regularly check mail, e-mail and voicemail and respond promptly and professionally to all inquiries.
 4. Attend to shared responsibilities in each work area, including answering phones, cleaning, stocking, and organizing common work areas, and assisting with orientation and training of other employees as needed.
 5. Work a reasonable schedule, which may include an assignment at any location and during any of the hours that NHC provides services.
 6. Communicates with other Care Team members (nurses, lab, patient educator, behavioral health) when patient needs services from those individuals.
 7. Translate for limited English proficiency patient/clients in the absence of an interpreter, if bilingual.
 8. Perform other tasks required in support of the medical providers and nursing staff, but which are not detailed within this job description.
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Required Skills or Abilities*

1. Basic patient care skills required. Observation and assessment skills preferred.
2. Able to work as a member of an interdisciplinary Care Team.
3. Good physical stamina and an ability to be standing most of the day.
4. Good interpersonal skills are a necessity, including an ability to work well with the variety of ages, cultures, and temperaments represented among NHC staff and patients, treating others with kindness and professionalism in all they do.
5. Commitment to demonstrating personal integrity through punctuality, honesty, an ability to follow instructions, proper attention to detail in all work matters, and a willingness learn from others.
6. An ability to work independently, take initiative, and set priorities in accordance with the needs and mission of the clinic.
7. Flexibility to adapt to changing or stressful conditions, including unanticipated changes to working schedules or locations.
8. Adequate written and verbal communication skills for communicating coherently and professionally with patients and co-workers.
9. Conscientious of departmental and organizational policies and procedures, and able to embrace and personify the mission of the NHC.

Required Knowledge, Experience, or Licensure/Registration

High School Diploma or its equivalent.

Satisfactory completion of an accredited medical assistant training program preferred.

Experience in a medical practice, laboratory, hospital or other clinical setting.

Registered Medical Assistant certification preferred.

Current CPR Certification.

Bilingual ability as needed.

*To comply with the Americans with Disabilities Act of 1990 (ADA), which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental and environmental conditions of the essential duties of the job.
