



JOB DESCRIPTION

Title	Medical Assistant	Created	July 2010
Department	Public Health	Revised	
Job Class	A 9 3	Safety Sensitive	Yes
Labor Union	AFSCME Local 2746 Courthouse/Roads	FLSA	Non-exempt

Purpose

Performs routine administrative and clinical duties to assist the Public Health clinic in the delivery of medical care as needed. The Medical Assistant receives, greets and prepares patients for medical examinations or procedures. The Medical Assistant aids clinic providers in the treatment and care of patients in accordance with established state and Public Health Clinic guidelines.

Essential Functions

This position works under the supervision of the Clinic Manager/Nurse Supervisor. An employee in this classification may perform any of the following duties, however, these examples do not include all the specific tasks that an employee may be expected to perform up to and including:

- Handling and answering external as well as internal phone calls and transferring calls to the appropriate departments.
- Managing patient's appointments, according to the program/clinic schedules.
- Giving registration forms to the patients and getting all the necessary information filled from them.
- Handling data entry tasks.
- Works in a collegial manner with other clinic staff, covering duties as required to maintain good patient flow in the clinic.
- Following the example of the clinical provider the Medical Assistant helps create a good relationship with the patient while providing a positive experience for patients during the entire clinic visit.
- Prepares patients for examination by the provider, including greeting patients, interviewing patients as to the reason for the visit, recording chief complaint in chart, obtaining and recording vital signs, and other work as indicated in preparing patients for individual treatment rooms and appropriate examinations.
- Registration, filing and maintenance of medical records and documents.
- Initiating and maintaining correspondence with patients
- Coordinating inventory management and ordering
- Processing medical insurance claims, medical billing and electronic claims, and incorporating correct coding procedures
- Participates in the clinic's quality assurance activities and performs duties in



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accordance with applicable standards.

- Develops and maintains skills by seeking consultation from appropriate sources.
- Ensures an appropriate environment for the delivery of healthcare by assisting in general with maintenance and housekeeping, i.e., maintaining equipment, locking and securing areas, and maintaining work areas in a clean, safe, and orderly fashion.
- Performs all other duties as assigned in compliance with applicable standards and regulations of a health clinic.

Clinical Specific Duties

- Collects viable specimens from the Health Center's patients including blood and urine samples, performs all in-house specimen testing, prepares specimens/records for outside lab procedures, and records lab results.
- Performs routine laboratory procedures, i.e., urinalysis, cultures, completing appropriate forms, and assisting providers with examination and diagnostic routines.
- Records results of all blood samples, cultures, in the patient's charts.
- Assists in the conducting of health education activities as needed.
- Performs other necessary duties as requested by the administrative and clinical directors to meet the goal of providing health services.
- Gives injections and immunizations under the direct medical supervision of a medical provider.
- Set up exam and procedure rooms for various examinations, treatments, or procedures, and in preparation of any emergency patients.
- Maintain a clean antiseptic work environment and practices aseptic technique and infection control.

Mandatory Qualifications

Must be a high school graduate with a minimum of one-year experience working in a professional office environment. Proven completion of a medical assistant's educational program at an accredited school. A demonstrated ability to deal with the public in a professional and courteous manner is essential. Ability to function independently using basic Microsoft computer software applications and basic data entry systems. Must be able to perform laboratory tests and assist other staff when required. Ability to make accurate technical and visual observations of patients and to record them in a neat and legible order in the medical record. Must be able to relate with warmth, empathy, and professionalism to all patients and staff of the clinic. Ability to prioritize multiple tasks and perform efficiently and effectively in a fast-paced sometimes-stressful work environment.

Desired Qualifications

Certified Nursing or Medical Assistant from the American Association of Medical Assistants and or an associate degree. Proficiency in oral and written Spanish.



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Physical Demands

Physical demands on position are involve moving materials, carrying books and files weighing up to 20 pounds. Occasionally moves equipment weighing up to 40 pounds. Must be able to stand and sit for periods of up to two hours.

Working Conditions

Professional office/clinic working environment, which requires teamwork, cooperation, positive communication and safe work habits.

Supervisory Responsibility

Supervision is not a responsibility of this position.

THE ABOVE DESCRIPTION COVERS THE MOST SIGNIFICANT DUTIES PERFORMED BUT DOES NOT INCLUDE OTHER OCCASIONAL WORK, THE INCLUSION OF WHICH WOULD BE IN CONFORMITY WITH THE FACTOR DEGREES ASSIGNED TO THIS JOB.