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|  | **POSITION:**  Reports to:  Approved:  Revised:  Department:  FLSA: | JOB DESCRIPTION  **Medical Assistant**  Medical Practitioners  September 1, 2019  July 18, 2018  Clinical  Non-Exempt |

**Basic Function:** Reporting under a licensed medical practitioner, the Medical Assistant performs routine clinical and clerical tasks within the clinic, assisting Physicians and other practitioners to provide quality patient care efficiently and cost effectively.

**Essential Functions:**

1. Following provider instructions, demonstrates accurate, timely, and efficient follow through with direct patient care, pharmacy refills, scheduling of clinic procedures, obtaining, reporting and tracking of lab results, leaving phone messages.
2. Prioritizes (triage) patient needs identified through phone, electronic, and walk-in communication in accordance with established guidelines, standing orders, and protocols.
3. Recognizes and appropriately responds to emergency situations.
4. Prepares and maintains examination and treatment areas.
5. Performs complete intake process as specified by physician or other providers (chief complaint, history, vital signs, height, weight, OFC, care process model data, etc.).
6. Administers screening tests to patients (e.g., visual tests, audiology, spirometry, EKGs) within practice type.
7. Assists provider with examinations, procedures, treatments, and interventions.
8. Provides patient education as directed (content reflects specific MA training, guidelines, care process models, protocols).
9. Reports significant changes in patient condition or other pertinent patient information to the Physician.

**Secondary Functions:**

1. Assembles necessary documents and supplies.
2. Effectively uses computer applications in the office setting.
3. Schedules, coordinates, and monitors appointments, inpatient and outpatient admissions, tests, treatments, and procedures.
4. Maintains medical records and other information.
5. Maintains inventory of supplies. Orders and restocks as needed to ensure availability for patient care.
6. Accurately documents patient history, physical, and vital information into the medical record.
7. Under the direction of the provider, assigns procedural and diagnostic coding to encounter forms.
8. Conducts pre-authorizations and referrals in accordance with third party insurer requirements.
9. Facilitates timely billing by completing necessary documentation.

**Minimum Qualifications:**

1. Current Basic Life Support Certification (BLS) for healthcare providers.
2. Successful completion of an accredited Medical Assistant program,  
   or successful completion of an accredited LPN or RN program and a current LPN or RN license.
3. Working knowledge of Microsoft Office products.
4. Ability to work well under pressure in a fast-paced environment.
5. Detail oriented, organized, professional, and the ability to multi-task.
6. Good interpersonal and human relations skills are required. Must possess skills to empathize and care for a variety of patients, including low-income and diverse cultures and treat everyone (internal and external customers) with respect and dignity.
7. Ability to maintain confidentiality at all times in all situations and follow the laws and intent of the most current HIPAA laws and regulations and Creek Valley Health Clinic’s security and privacy policies.
8. Ability to read, write and speak clearly (English).

**Preferred Qualifications:**

1. Current national MA certification from one of the following national MA certifications or registrations: Registered Medical Assistant (RMA) of AMT, National Certified Medical Assistant (NCMA), Certified Clinical Medical Assistant (CCMA), or Certified Medical Assistant (CMA) of the AAMA.
2. Experience in an outpatient clinic, FQHC, RHC, or other healthcare setting.
3. Successful completion of a Medical Assistant internship.
4. Firm understanding of Colorado City, Hildale, and the surrounding area.

**Appearance Standards:**

This position shall follow the appearance standards as outlined in the Personnel Policy “*Dress and Personal Appearance”*

**Physical Requirements:**

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| **Administrative Staff** | | | | |
|  | **Not Applicable** | **Occasionally** | **Frequently** | **Constantly** |
| **Stand** |  |  | **Χ** |  |
| **Vision - near** |  |  |  | **X** |
| **Vision – w/assistance** |  |  |  | **X** |
| **Walk** |  | **X** |  |  |
| **Sit** |  |  |  | **X** |
| **Handling** |  |  |  | **X** |
| **Reach outward** |  |  | **X** |  |
| **Reach above shoulder** |  | **X** |  |  |
| **Climb** |  | **X** |  |  |
| **Crawl** | **X** |  |  |  |
| **Squat/kneel** |  | **X** |  |  |
| **Bend** |  | **X** |  |  |
| **Lift/Carry** |  |  |  |  |
| **10 lbs or less** |  | **X** |  |  |
| **11-20 lbs** |  | **X** |  |  |
| **21-50 lbs** |  | **X** |  |  |
| **51-100 lbs** |  | **X** |  |  |
| **Over 100 lbs** | **X** |  |  |  |
| **Push/Pull** |  |  |  |  |
| **12 lbs or less** |  | **X** |  |  |
| **13-25 lbs** |  | **X** |  |  |
| **26-40 lbs** |  | **X** |  |  |
| **41-100 lbs** | **X** |  |  |  |
|  |  |  |  |  |
| Not applicable | Activity does not apply to this position | | | |
| Occasionally | Position requires this activity up to 33% of the time (0-2.5 hrs per day) | | | |
| Frequently | Position requires this activity from 33%-66% of the time (2.5-5.5 hrs) | | | |
| Constantly | Position requires this activity more than 66% of the time (5.5 hrs +) | | | |

**OSHA CATEGORY CLASSIFICATION:**

I understand that the duties that are required of me place me in a Category II.

*While performing the duties of this position, the employee is exposed to weather conditions prevalent at the time. The employee may experience exposure to dust, pollens, pollutants, fumes, and communicable diseases as related to the health care environment. The noise level in the work environment is usually moderate.*

Travel □is 🗵is not required.It is anticipated that travel will be:□ 5% – 10% □ 50%-75%

□ 10% – 25% □ 75% - 90%

□ 25% – 50%

The specific statements shown in each section of this Job Description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The job’s responsibilities/tasks may be modified and/or expanded over time. **Creek Valley Health Clinic will inform the employee when changes in the respective job description are made.**

I have read and understand the duties / physical requirements indicated in this job description and acknowledge that I am able to perform these duties with or without reasonable accommodation. **I understand that failure to adhere to these responsibilities could be grounds for disciplinary action.**

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Print Name Signature Date