



## JOB DESCRIPTION

JOB TITLE: **Medical Assistant**  
STATUS: Full-Time Non- Exempt  
DEPARTMENT: Clinical  
APPROVED BY: Board of Directors  
APPROVAL DATE:

### **POSITION SUMMARY:**

A non-exempt position responsible for performing a variety of duties including assisting providers with patient care and handling clerical, environmental, and organizational tasks. Provides information to patients so they may fully utilize and benefit from clinical services offered. Duties to include, but not limited to, interviewing patients, obtaining vital signs, preparing patients, and assisting providers with physical exams and/or treatment. Continuing responsibilities including charting and clerical work as necessary to oversee phone prescriptions and refills to pharmacies. Additionally, the LPN or CMA will perform triage with patient phone calls to identify emergent and non-emergent situations per triage policy.

### **Supervision Exercised:**

This position has no supervising duties.

### **Supervision Received:**

Reports to the Medical Clinic Manager

### **ESSENTIAL JOB RESPONSIBILITIES:**

1. Patient care responsibilities as assigned that may include checking provider schedules and organizing patient flow; accompanying patients to exam/procedure room; assisting patients as needed with walking transfers, dressing, preparing for exam, etc; collecting patient history; performing screenings per provider guidelines; assisting with various procedures; relaying information and instructions to patients and answering phone calls.
2. Clerical responsibilities as assigned that may include sending/receiving patient medical records; obtaining lab/X-ray reports, hospital notes, referral information, etc; completing forms, scheduling appointments, verifying insurance coverage and patient demographics
3. Environmental responsibilities as assigned that may include setting up instruments and equipment according to department/clinic protocols; cleaning exam/procedure rooms, instruments and equipment between patient visits to maintain infection control; restocking exam/procedure rooms
4. Organizational responsibilities as assigned including respecting/promoting patient rights; responding appropriately to emergence codes; sharing problems relating to patients and/or staff with immediate supervisor.



5. Other duties as assigned.

**Knowledge:**

1. Knowledge of health care field and medical office protocols/procedures
2. Knowledge of specific assisting tasks related to a medical practice
3. Knowledge of information that must be conveyed to patients and families
4. Knowledge of HIPPA policies and procedures

**Skills:**

1. Skill in performing medical assistance tasks appropriately
2. Skill intact and diplomacy in interpersonal interactions
3. Skill in understanding patient education needs by effectively sharing information with patients and families.

**Abilities:**

1. Ability to learn and retain information regarding patient care procedures
2. Ability to project a pleasant and professional image.
3. Ability to plan, prioritize and complete delegated tasks
4. Ability to demonstrate compassion and caring in dealing with others

**MINIMUM QUALIFICATIONS:**

High School Graduate or GED

CPR certified

Demonstrate knowledge of health education subjects

Ability to complete forms in an orderly and accurate manner

Able to use sound judgment. Possess a calm disposition and the ability to work easily with people

Ability to relate to the public in all areas

**Preferred Education and Qualifications:**

Certification as a Medical Assistant

**WORKING CONDITIONS:**

Must be able to operate standard medical exam/office equipment, which includes electronic health records

Perform all duties in a manner that promotes team concept and reflects the Community Health Center mission and philosophy

Willingness to work a flexible schedule when circumstances necessitate

Physical Demands: Lifting, bending, reaching, pushing, carrying, sitting, vision corrected in normal range, hearing corrected in normal range

Hazardous Conditions: Exposure to infectious diseases; potential exposure to physical violence

Exposed to: Cold/heat controls, close contact with sick people

Multiple Duties: Must be able to work under conditions of constant interruption and be able to stay on task.



This job description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities, and working conditions may change as organizational needs evolve.

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Employee Signature

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Date