



JOB TITLE: Medical Assistant
REPORTS TO: Clinic Manager
FLSA STATUS: Non-exempt
JOB OVERVIEW: Responsible for patient care under the direction of a physician or licensed health care provider.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

1. Room patients, obtain vitals, patient history and reason for seeking care.
2. Process telephone messages.
3. Follow prescription refill procedures.
4. Maintain patient records confidentially.
5. Record patient charges and lab charges for billing department.
6. Assist the provider with patient education pertaining to their ongoing health care:
 - Results of lab and x-ray reports
 - Diet and exercise
 - Laboratory and radiology preparation

ADDITIONAL RESPONSIBILITIES:

1. Must be able to recognize and respond appropriately to urgent/emergent situations per protocols.
2. Maintain work area, exam rooms, supplies, medications and immunizations.
3. Perform basic triage per specific office protocol procedures.
4. Maintain professional appearance and personal conduct at all times.
5. Adhere to employer work practices as described in TDC Occupational Exposure Plan policy.
6. Establish and maintain effective working relationships with physicians, staff and management.
7. Effectively cope with typical job stress.
8. Document work processes as required.
9. Perform other duties as assigned.

QUALIFICATIONS:

Education/ Certification/Licensure:

1. Certified Medical Assistant through the Washington State Department of Health or possess an Interim Certification and pass the National Medical Assistant Certification exam (i.e. AAMA or NCCT) within one year of issuance.
2. CPR certification for *Health Care Providers*.

Experience: 3 months experience in an office environment preferred.

Skills:

1. Medical terminology.
2. Strong organizational and interpersonal skills.

3. Knowledge of CPT & ICD-9 coding procedures.
4. Knowledge of medications and injection procedures.

Other Requirements:

1. Maintain current Washington State DOH Medical Assistant-certified certification.
2. Ability to multi-task efficiently and effectively.
3. Must be able to act calmly and effectively in a busy or stressful situation.
4. Ability to communicate effectively in the English language in person, by phone and in writing.
5. Requires adherence to all policies and procedures, including but not limited to standards for safety, attendance, punctuality and personal appearance.

Physical Requirements:

Hearing: Adequate to perform job duties in person and over the telephone. Able to use stethoscope and respond to verbal questions.

Speaking: Must be able to communicate clearly to patients in person and over the telephone.

Vision: Visual acuity adequate to perform job duties, including visual examination of patient and reading information from printed sources and computer screens.

Other: Requires frequent lifting and carrying items weighing up to 30 pounds unassisted, including assisting patients when required. Adequate physical ability including sufficient manual dexterity to perform the requisite health care service, including injections. Requires frequent bending, reaching, repetitive hand movements, standing, walking, squatting and sitting, with some heavy lifting, pushing and pulling exerted regularly throughout a regular work shift. Requires exposure to communicable diseases, bodily fluids, medicinal preparations and other conditions common to a clinic environment.

The above is intended to describe the general content and requirements for the performance for this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

I have read the Medical Assistant job description and understand the functions and objectives of the position.

Employee Signature: _____ Date: _____

THE DOCTORS CLINIC IS AN EQUAL OPPORTUNITY EMPLOYER