



Position Title: **Lead Medical Assistant**
Manager Position: **Office Manager**

Result Statement:

To effectively manage and delegate your clinical team's roles and responsibilities, ensure the clinical floor flows properly, and insist that all patients receive dignified, quality Full-Circle healthcare.

Reporting Positions: These positions report directly to you and are accountable for producing the indicated results:

- **Medical Assistants entry level through level 4:** To fulfill your clinical team's roles and responsibilities and give all patients dignified, quality Full-Circle healthcare.
- **Lab Supervisor:** To effectively oversee all activities within the lab in order to ensure that all duties performed are recorded accurately and all patients receive dignified, quality Full-Circle healthcare.

Strategic Work Responsibilities:

1. _____ Oversee and manage clinical flow, the interaction of all clinical staff, and all daily functions.
2. _____ Ensure all MAs provide quality medical treatment.
3. _____ Inspire fellow team members to fulfill Carousel's mission of dignified Full-Circle healthcare for all children.
4. _____ Promote a positive work environment in which team members willingly serve each other and refuse to tolerate unacceptable treatment of others.
5. _____ Manage and train MAs to continually improve performance and skill level.
6. _____ Recognize achievements and give team member performance appraisals.
7. _____ Delegate the documentation of weekly eye-wash inspections, temperature logs, monthly fire extinguisher inspections, and the change of sharps container to medical assistants on your team.

8. _____ Ensure that all MAs are aware of training they must receive to increase their rank and monitor performance of these duties for promotions and quality assurance.
9. _____ Train all team members to provide world-class customer service to all patients and families.
10. _____ Work to resolve conflicts among team members.
11. _____ Take necessary disciplinary measures with direction from office manager.

Tactical Work Responsibilities:

1. _____ Assist with issues involving the medical office during office hours and outside of office hours via phone.
2. _____ Assist Office Manager with performance evaluations.
3. _____ Assign and oversee that all state reports and logs are maintained monthly/quarterly.
4. _____ Assist Office Manager with lab bill corrections.
5. _____ Perform all MA duties (special focus towards Level 5).
6. _____ Escort patients through treatment stages.
7. _____ Assist providers and clinical staff with all requests for patients.
8. _____ Participate in daily pre-shift huddle.
9. _____ Make eye contact and greet every patient by name with a smile.
10. _____ Clean exam rooms between patients and other common areas as needed.
11. _____ Perform lab procedures, record results, and inform provider.
12. _____ If bilingual, translate.
13. _____ Resolve patient issues.
14. _____ Document and maintain immunizations records.
15. _____ Document all procedures and verbal/visual advice given to the patient or patient representative (required by law and Carousel policy).
16. _____ File all loose clinical forms and documents in proper section of chart.
17. _____ Randomly review charts and log book documentation.
18. _____ Administer medications as prescribed by the provider.

19. _____ Update prescription samples (discard and expired meds) and keep drug sample closets clean and organized.
20. _____ Play DVDs during patient visits.
21. _____ Give out handouts and educational brochures.
22. _____ Coordinate with the lab manager to maintain all equipment in or pertaining to the clinical areas for daily use, safekeeping, and functionality.
23. _____ Recognize achievements and give team member performance appraisals.
24. _____ Communicate to MA team members their current training level and requirements for achieving the next training level.
25. _____ Maintain inventory and make supply requisitions for the clinical areas to the lab manager.
26. _____ Inventory DVDs, handouts, and videos.
27. _____ Ask developmental questions.
28. _____ Practice HIPAA compliance at work and off duty.
29. _____ Respond to TempGuard calls as needed. The vaccines are the responsibility of the Lead MA.
30. _____ All other duties as assigned.

Company-wide Standards

1. _____ All OSHA, HIPAA, and other government regulations will be followed.
2. _____ All work will be performed according to company policies, procedures, and standards inherent in all position contracts, employee handbooks, and ongoing policy changes. The information included in these documents is proprietary.
3. _____ You will hold all team members to a high standard of performance.
4. _____ All duties will be performed diligently and efficiently.
5. _____ Carousel will be a safe, fun workplace in which every team member is valued, respected, and given an opportunity to fulfill their aspirations.
6. _____ Employees will be committed to living out Carousel's mission and be proud to come to work everyday.

7. _____ World-class customer service standards will be performed at all times.
8. _____ A smile and cheerful attitude will be part of your uniform.
9. _____ Employee dress code including name badges above the waist will be worn at all times
10. _____ You will take responsibility for keeping the appearance of the offices clean and organized. Facilities problems will be addressed immediately.
11. _____ Attendance, punctuality, and other employee policies as recorded in the employee handbook will be adhered to.
12. _____ Company email only will be read twice a day and responded to within 24 hours.
13. _____ Legal and company policy violations will be reported to your manager.
14. _____ Other assigned duties will be performed without complaint.

Position Specific Standards

1. _____ Each patient will receive quality healthcare and be treated with dignity and compassion.
2. _____ Methods for making the providers more efficient will be pursued.
3. _____ All patient procedures will be correctly documented in the patient chart (and logs books if necessary).
4. _____ Medical assistants on your team will move to higher training levels.
5. _____ Patient complaints will be resolved by you or brought to the office manager's attention immediately.
6. _____ All pertinent information will be shared during pre-shift huddles.
7. _____ Will report to work 15 minutes before shift starts.
8. _____ Lifting and bending and spending long hours on your feet will be expected.
9. _____ Will have a high risk of exposure to bloodborne pathogens

Lead Medical Assistant Agreement

Your team interacts with medical patients more than anyone in Carousel. As the clinical leader, your attitude is contagious, and your ability to lead and maintain high standards of patient care is imperative to Carousel achieving its mission of providing dignified health care for all children.

By signing below, you are accepting the accountabilities of this position and agree to produce the results, perform the work, and meet the standards set forth in this position contract.

Print Name

Signature

Date

Office Manager Agreement

As your manager, I agree to provide a working environment, necessary resources, regular feedback, and appropriate training to enable the accountabilities of this position to be accomplished.

Print Manager Name

Manager Signature

Date