

SOUTH BEND ORTHOPAEDICS JOB DESCRIPTION

JOB IDENTIFICATION

Title: Float Medical Assistant (MA2)
Department: Medical Clinic
FLSA: Non-Exempt, Hourly
Location: South Bend Orthopaedics, North / South, Plymouth, LaPorte and Elkhart

SUPERVISORY RELATIONSHIPS

Report to: Clinic Coordinator
Supervises: None

BASIC FUNCTIONS

Responsible for assisting physicians with patient care including clerical, environmental and organizational tasks. Conveys a positive image of clinic.

SCOPE

Clinical medical assisting duties in the area of general orthopaedics; spine, hand, podiatry, pain management and rehabilitation specialties.

ESSENTIAL FUNCTIONS

1. Fulfills patient care responsibilities as assigned which may include: assisting patients as needed with walking, transfers, dressing, collecting specimens, preparing for exam, etc.; collecting patient history; performing screenings per provider guidelines; assisting physicians/physician extenders with various procedures; charting; relaying instructions to patients/families; providing pertinent information.
2. Fulfills clerical responsibilities by doing or assisting with the following: sending/receiving patient medical records; obtaining lab/x-ray reports, hospital notes, referral information, etc; completing forms/requisitions as needed; assisting in managing charts to ensure information completed and entered into EMR software.
3. Fulfills environmental responsibilities as assigned which may include: setting up instruments and equipment according to department protocol; cleaning and sterilizing exam/procedure rooms, instruments and equipment between patient visits to maintain infection control; cleaning sterilizer according to scheduled maintenance program and keeping appropriate records; ordering, sorting, storing supplies; restocking exam/procedure rooms.
4. Fulfills organizational responsibilities as assigned which may include: respecting/promoting patient rights; responding appropriately to emergency codes; sharing problems relating to patients and/or staff with immediate supervisors quickly.
5. Presents a pleasant and professional image.

Other duties as assigned.

SKILLS and ABILITIES

1. Ability to demonstrate compassion and caring in dealing with others; communicate clearly and possess interpersonal skills in order to establish/maintain cooperative relationships with patients, Physicians and staff.
2. Knowledge of medical specialty and specific assisting tasks related.
3. Accuracy and efficiency in task completion utilizing planning and organization; navigate and comprehension of computer software systems in office setting.
4. Must maintain knowledge of clinic policies and procedures and medical terminology as related to the job.

The job holder must demonstrate current competencies applicable to job position.

STANDARD QUALIFICATIONS

Education: Associates Degree from an accredited college for Medical Assistants; certification preferred.

Experience: Minimum of one year work experience in public contact job, preferably service related. Experience or interest in health care.

PHYSICAL/MENTAL DEMANDS

Combination of medical office and exam/procedure room settings. Exposure to communicable diseases and other conditions common to clinic setting.

Must be able to stand and sit, walk at moderate pace, and view computer screens for long periods. Occasional stress related to workload and customer/patient problems.

Requires use of computer equipment, work requires ability to walk, sit stand, use hands and fingers, reach with hands and arms, stoop, kneel or crouch.

ENVIRONMENTAL/WORKING CONDITIONS

Standing, sitting, walking for up to 8 or more hours/day while doing computer input and responding to clinic needs. Work requiring moderate speed and high degree of accuracy and consistency. Manual dexterity using computer keyboard.

Must be able to use appropriate body mechanics techniques when making necessary patient transfers and helping patients with walking, dressing, etc. Must be able to lift up to 30 pounds of supplies.

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