



## Certified Medical Assistant POSITION DESCRIPTION

**Job Title:** Certified Medical Assistant

**Prepared by:** Human Resources

**Date:** 10/01/15

**Supervised by:** Clinic Care Manager

**Approved by:** CEO and Board of Directors

**Date:** 10/12/15

**Job Summary:** Responsible for rendering safe nursing care to patients, general patient support, and data entry. Must demonstrate the knowledge and skills necessary to provide care based on physical, education, safety and related criteria for the pediatric, adolescent, adult and geriatric populations.

### **DUTIES AND RESPONSIBILITIES:**

- Assist patients, as necessary with walking, transferring, and dressing, collecting specimens, and preparing for exam.
- Collect pertinent patient history information consistent with organization guidelines.
- Perform screenings consistent with provider guidelines.
- Assist providers with various procedures.
- Document observations and actions taken in the patient chart.
- Relay instructions from providers to patients/families consistent with provider guidelines and consistent with age-appropriate needs of patient.
- Prepare instruments and equipment needed for exams consistent with department protocol.
- Clean exam and procedure rooms between patients.
- Clean and sterilize instruments/equipment according to scheduled maintenance and infection control, policies and procedures.
- Respond to emergency situations consistent with level of training.
- Check schedules and organize patient flow.
- Send/receive patient medical records.
- Complete forms and requisitions as needed.
- Carry out activities associated with routine management of the medical record including ensure accurate and complete filing of reports, forms and the record.
- Participate in professional activities to maintain quality health care for patients served by the facility.
- Effectively communicate with health care team members and other staff within the facility and the community to provide quality services.
- Observe and maintain clinic policies and procedures.
- Support current organizational initiatives and exhibit creativity and flexibility in times of change.

### **PROFESSIONAL REQUIREMENTS:**

- Adheres to dress code; appearance is neat and clean.
- Complete annual education requirements.



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- Treat patients and their families with respect and dignity.
- Communicate appropriately and clearly with all staff.
- Maintain regulatory requirements, including all state, federal and National Committee for Quality Assurance (NCQA) regulations.
- Maintain and ensure patient confidentiality at all times.
- Report to work on time and as scheduled.
- Wear identification while on duty.
- Maintain a good rapport and cooperative working relationship with all staff.
- Represent organization in a positive and professional manner.
- Comply with all organizational policies regarding ethical business practices.
- Promote, model, mentor, and lead customer service excellence.

### **EDUCATION/EXPERIENCE:**

- High School Diploma or GED. Certificate in Medical Assisting. At least five (5) years of office experience in dealing with the public; pleasant telephone etiquette; ability to deal tactfully and effectively with patients; must be computer literate.

### **LANGUAGE SKILLS:**

- Ability to read, write, speak and comprehend written documents fluently.
- Bilingual in Spanish is preferred.

### **CERTIFICATES/LICENSES/REGISTRATIONS:**

- No professional certifications, licenses or registration required. All candidates will be required to submit a criminal background check and drug screening as part of pre-employment.

### **PHYSICAL DEMANDS:**

- Priority Health Care (PHC) will comply with the Americans with Disabilities Act, including the Americans with Disabilities Act Amendment Act, and all other Federal, State, and local legislative requirements.
- PHC will ensure that reasonable accommodations are made to enable a qualified individual with a disability to perform the essential functions of that position.

### **WORK ENVIRONMENT:**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.
- This job description includes the major duties and responsibilities of the job but is not inclusive of every task inherent to the job. In addition, it may be occasionally necessary



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for employees to be assigned tasks not specifically covered by their permanent assignment. Employees will be expected to comply with reasonable requests from their supervisor.