



Job title:	<i>Medical Assistant</i>
Department:	<i>Clinic</i>
Reports to:	<i>Director of Nursing</i>
Classification:	<i>Non-Exempt</i>
Approved by:	<i>Director of Nursing</i>
Date of last revision:	<i>3/10/2020</i>

Job summary

The Medical Assistant assists clinic nurses and providers by preparing patients for office visits including taking and recording vital signs, etc. The Medical Assistant helps to maintain accurate and thorough Electronic Medical Records. In addition, the Medical Assistant ensures patient safety through maintaining vigilance with Infection Prevention procedures (i.e., cleaning, hand-washing, etc.). The Medical Assistant maintains an organized, professional work area and ensures patient confidentiality at all times. The Medical Assistant works as a member of a team of professionals to deliver safe, high quality healthcare services to our patients with a personal commitment to continuous improvement.

Essential functions

Medical Assistant

1. Greets patients and provides a friendly, safe, and respectful environment for patient care.
2. Maintains patient privacy, security, and confidentiality at all times.
3. Optimizes patient flow and provider volumes by “rooming” patients in a timely manner.
4. Utilizes the EMR “White Board” function to accurately reflect patient locations.
5. Prepares patients for provider visits by taking vital signs, accurately documenting allergies, medications and health history, offers HIV/Hepatitis C testing, PHQ and Fall risks to appropriate age groups, and other items as deemed necessary.
6. Assists nursing and provider staff as needed/directed, including during laser procedures.
7. Processes equipment through the Hospital autoclave maintained in the Clinic. Completes spore testing at appropriate intervals. Completes autoclave cleaning process per clinic routine
8. Monitors compliance that items wrapped for the autoclave follow hospital policy.
9. Utilizes NYSIIS site to provide PMP information to Providers.
10. Documents VFC temperature log including min/max temps per requirements.
11. Accurately scans forms into EHR and documents information into EMR. Including mammograms, surgical procedures and other visits to outside providers.
12. Works with care team to provide care.
13. Mails completed lab and x-ray result letters to patients.
14. Completes EKG's per Provider order.
15. On monthly basis completes checks out-dates and restocking of clinic exam rooms.
16. Monitors EMR home screen and contacts patients with information per provider instructions.
17. Processes prescription requests as needed.

Medical Records

1. Maintains a work environment that is organized, professional, and protects patient privacy and confidentiality.
2. Ensures incoming documents (in a variety of formats) are processed in a timely manner (including e-mail, hand-delivered records, etc.)
3. Follows protocols for ensuring document and record control, including appropriate filing and retention of records (including paper and electronic documents and records).
4. Ensures that records and documents are filed in a timely manner and the medical records area is kept organized at all times.

Other Duties

1. Refers all matters of triage to appropriate clinical team members (i.e., RN, provider).
2. Demonstrates a commitment to improvement by identifying opportunities to increase patient satisfaction, improve process efficiency, reduce risk to patients, etc.
3. Participates in quality improvement activities (including collecting data, participating in Root Cause Analyses, etc.).
4. Responds to customer feedback and attempts to address any patient or visitor concern immediately (or refer to a supervisor, if unable to address).
5. Follows and adheres to all organization policies, procedures, and instruction given by supervisors and leadership.

The above statements are intended to describe the nature and level of work being performed. They are not construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

Qualifications & Competency

Education, Training, and Experience Required:

- a. High School Diploma (or GED equivalent) required.
- b. 1-2 years of experience working in a medical office practice or hospital, preferred.
- c. Demonstrated experience providing excellent customer service.
- d. Demonstrated experience working as part of a dynamic team in a fast-paced environment.
- e. Knowledge of requirements regarding and experience working with confidential material (including medical records).

Position type, expected hours of work, travel requirements

Variable shifts, including weekends if needed.

Physical requirements

1. Physical Requirements:

- a. Ability to sit at a computer/reception desk for long periods.
- b. Ability to bend, lift, and stand to maintain filing systems.
- c. Must be able to lift 50lbs

2. Mental and Environmental Requirements:

- a. Ability to maintain a friendly, positive, professional demeanor with patients and visitors at all times.
- b. Ability to represent the organization and colleagues in a positive, professional manner.
- c. Ability to build and maintain supportive, professional relationships among coworkers and supervisors.

- f. Ability to prioritize tasks.
 - g. Ability to resolve conflict in a professional manner.
 - d. Ability to interact with all patients, visitors, and colleagues in a non-judgmental manner.
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*This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.
