

MEDICAL ASSISTANT – JOB DESCRIPTION

Job Title: Medical Assistant	Approved by: Catherine Wright
FLSA Status: Non-Exempt	Reports To: Health Center Coordinator
Date: January 2008	Salary: \$29,120
Location: Takoma Park	

JOB SUMMARY

CCI is looking to fill a Medical Assistant at our Takoma Park Clinic. The Medical Assistant will have a strong personal interest and/or experience in a clinical setting, exceptional written and verbal communications skills. The Medical Assistant will perform routine clinical and clerical tasks at the health center site. Routine clinical tasks are performed for both pediatric and adult patients under the direct supervision of a licensed physician. All clerical functions are performed and administered by the Health Center Manager. The Medical Assistant will be evaluated by the Health Center Manager in collaboration with the supervising physician.

CLINICAL FUNCTIONS:

- Observes and responds to the general needs of the patients.
- Collects data regarding patient nutrition, activity, mental state, temperature, pulse, respiration, blood pressure, height and weight.
- Escort patients to patient care rooms and perform and document initial data collection activities, explanation of treatment procedures, patient history interviews, preparing patients for exams, and assisting during the examination.
- Collect and prepare laboratory specimens or perform basic laboratory tests on the premises, dispose of contaminated supplies, and keep equipment and instruments clean and in working order.
- Instruct patients about medications and special diets.
- Prepare and administer medications and/or vaccines as directed by a physician who must be on-site, which includes oral, intradermal, subcutaneous, and intramuscular. (A PPD test may be performed without the physicians' on-site presence.)
- Authorize drug refills as directed by established physician and center protocols, telephone prescriptions to a pharmacy.
- Draw blood, take electrocardiograms, remove sutures, and change dressings.
- Inform patients of eligibility for grant or public funded programs.
- Reports the general physical and mental condition of patients to the physician who directs work.

CLERICAL FUNCTIONS:

- Accurately records and/or reports telephone information to appropriate person.
- Greet patients in a professional manner.
- Answer telephones within three rings, relay messages correctly.
- Update and file patient medical records. Assure correct placement of all record charts.
- Schedule appointments correctly, document referrals utilizing the referral log.
- Adhere to the billing procedure and bookkeeping process.
- Organizes daily work assignments and contributes to patient care through team conferences and/or routine communication.
- Provides a safe and therapeutic environment for patient while maintaining the respect for human dignity and confidentiality of patient problems and records.

- Attends mandatory educational programs to maintain competence in the area of practice.
- Is alert to potential Quality Assurance problems and actively participates in solving such problems.
- Exhibits and promotes a standard of excellence in the performance of all duties and interactions with patients, co-workers and outside contacts.
- Any other duties as assigned by clinic manager.

EDUCATION AND EXPERIENCE:

- Requires a certificate of completion in a Medical Assistant Program.
- Requires 1-2 years of experience as a Medical Assistant in a clinical setting.
- Must have a demonstrated ability to use clinical equipment and materials safely.
- Must have a strong attention to detail.
- Must have EXCELLENT customer service skills.

OTHER SKILLS AND ABILITIES:

- Language skills preferred but not required.
- Must possess the necessary communication and interpersonal skills needed in order to deal effectively with patients and staff concerns and/or issues.
- Ability to document legibly, accurate notes in each patient record.
- Ability to maintain a high standard of customer service and observance of corporation protocol in a hectic and sometimes hostile situation.
- Demonstrated ability to anticipate issues and suggest strategies to address and/or improve those issues.
- Ability to work as part of a team as well as independently with minimal supervision.
- Ability to maintain team-oriented relationships with senior management, managers and other clinical staff.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.