



Position Description

Job Title:	Medical Assistant
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FTE/Job Classification:	1.0 FTE	Direct Supervisor:	Assigned Provider
Exempt Status:	Non-exempt	Direct Report(s):	None
Review Date:	1/31/2022	Peer Report(s):	Registered Nurse, Receptionist

Position Description

Role and Responsibilities

1. Fulfills patient care responsibilities as assigned that may include checking schedules and organizing patient flow; accompanying patients to exam/procedure room; assisting patients as needed with walking transfers, dressing, collecting specimens, preparing for exam, etc.; collecting patient history; performing screenings per provider guidelines; assisting physicians/nurses with various procedures; charting; relaying instructions to patients/families; answering calls, and providing pertinent information.
2. Fulfills clerical responsibilities as assigned that may include sending/receiving patient medical records; obtaining lab/X-ray reports, hospital notes, referral information, etc.; completing forms/requisitions as needed; scheduling appointments; verifying insurance coverage and patient demographics; managing and updating EMR to ensure that information is complete and filed appropriately.
3. Fulfills environmental responsibilities as assigned that may include setting up instruments and equipment according to department protocols; cleaning 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; and restocking exam/procedure rooms.
4. Fulfills organizational responsibilities as assigned including respecting/promoting patient rights; responding appropriately to emergency codes; sharing problems relating to patients and/or staff with assigned physician.
5. Fulfills clinical medical assisting responsibilities in accordance with Wisconsin state law, which may include medical/surgical asepsis, sterilization, instrument wrapping and autoclaving; checking vital signs or menstruations; physical examination preparations; clinical pharmacology; drug administration through various routes including injections; prescription verifications with physician's orders; minor surgery assists including surgical tray set-up pre/post surgical care, applying dressings, and suture removal; biohazard waste disposal and monitoring; therapeutic modalities; instructing patients with assistive devices, body mechanics, and home care; laboratory procedures including Occupational Safety and Health Administration (OSHA) guidelines; quality control methods; CLIA-waived testing; capillary punctures and venipunctures; specimen handling such as urine, throat, vaginal, stool, and sputum; electrocardiography including mounting, emergency triage, and first aid. Certified Medical Assistants must adhere to the CMA scope of practice in the laboratory.
6. Will assist Receptionist and Lab Director in their duties, in coordination with other CMA's, during planned or unplanned absences. For Reception, would include answering phones, documenting and scheduling with EMR, checking in/registering patients and general reception area management. For Lab, includes blood/sample collection, preparation of samples for testing and other duties allowed under CLIA waived-testing status.

Qualifications and Education Requirements

1. High school diploma or general equivalency diploma (GED), medical assistant diploma from an accredited vocational institution, or a community college course in medical assisting.
2. Current CPR certification.

Performance Requirements

Knowledge

1. Knowledge of health care field and medical office protocols/procedures.
2. Knowledge of specific assisting tasks related to particular medical practice.
3. Knowledge of information that must be conveyed to patients and families.
4. Knowledge of clinic scheduling system, as needed.

Skills

1. Skill in performing medical assistance tasks appropriately.
2. Skill in managing multiple appointments and patients.
3. Skill in being tactful and diplomatic in interpersonal interactions.
4. Skill in understanding patient education needs by effectively sharing information with patients and families.

Abilities

1. Ability to learn and retain information regarding patient care procedures.
2. Ability to project a pleasant and professional image.
3. Ability to plan, prioritize, and complete delegated tasks.
4. Ability to demonstrate compassion and caring in dealing with others
5. Ability to use a computer effectively.

Equipment Operated

Standard medical exam/office equipment, including electronic medical records system.

Work Environment

Medical office, exam/procedure rooms, laboratory and/or reception area. Exposure to communicable diseases and other conditions related to clinic setting.

Mental/Physical Requirements

Must be able to use appropriate body mechanics techniques when making necessary patient transfers and helping patients with walking, dressing, etc. Bending, stooping, lifting, folding and typing are all daily occurrences. Must be able to lift up to 30 pounds of supplies. Occasional stress from dealing with a busy clinic schedules and patients.

Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:	Shelly Jones French	Date/Time:	1/31/2022