

SHINGLETOWN MEDICAL CENTER, INC.
JOB DESCRIPTION

JOB TITLE: Certified Medical Assistant

REPORTS TO: Back Office Supervisor

EMPLOYMENT STATUS: Per diem, non-benefited

WAGE: \$15.00

JOB SUMMARY: Provides support services to the providers in order to facilitate patient diagnosis, care, management and treatment.

Primary Job Duties/Responsibility (90%)

1. Provides for the comfort and reassurance of each patient, exhibiting care and concern and maintaining a professional demeanor.
2. Assures privacy and confidentiality for each patient as required under HIPAA.
3. Facilitates patient movement into/out of examination rooms, keeping provider on schedule as much as possible.
 - a. Calls each patient as exam room becomes available.
 - b. Prepares patient for exam or treatment.
 - c. Notes problem on EMR.
 - d. Takes vital signs and documents per template in EMR.
 - e. Notifies provider immediately when patient is ready for exam.
4. Assembles/Arranges appropriate instruments/equipment for specific patient treatments/procedures, including but not limited to Paps, suture removal, EKGs, ear lavage, oxygen administration and nebulizer treatments.
5. Assists provider with exam or special procedures with watchful attention and assurance to patient.
6. Instructs/Demonstrates to the patient or family member specific techniques or procedures required for their home care, including but not limited to:
 - a. Explains the necessity of specific procedures.
 - b. Demonstrates procedures.
 - c. Assists/Reassures patient during patient return demonstration.
 - d. Discusses and assures patient understanding.
7. Arranges for consultation referral, appointments for outside laboratory testing, x-ray diagnostics or other required patient care services as requested by the provider, including but not limited to:
 - a. Appropriately documents referrals.
 - b. Follow-up on all outside referrals to assure patient compliance with prescribed testing, treatment or examination, including CHDP follow-up.
 - c. Obtains insurance authorization for tests and referrals as necessary.
8. Administers and logs medications as ordered by the provider.
9. Acts as scribe for provider as required:
 - a. Enters patient history information as provider dictates during exam.

- b. Transcribes provider orders into EMR to await provider review and approval.
 - c. Populates health maintenance fields from other locations in EMR, patient history or at provider instruction.
10. Telephones medication prescriptions and refill prescriptions to designated pharmacies according to providers' request and medication protocol.
11. Telephones patients to give messages and obtain patient information per provider's request.
12. Takes patient phone calls and resolves patients' questions appropriately.
13. Completes or assists patients to complete patient assistance documentation and order medications.
14. Washes, disinfects or sterilizes all reusable instruments and equipment per manufacturer guidelines and per our protocol.
15. Performs clinic and laboratory procedures proficiently per procedural guidelines.
16. Follows-up on forms that need to be completed by the providers.
17. Cleans and disinfects patient care areas and lab areas daily, and as needed.
18. Assures disposal of infectious waste per procedure on a daily or as needed basis.
19. Maintains safety and infection control standards for themselves, staff and environment as needed per protocol.
20. Completes annual skills validation and required training.

Shared Responsibility (10%).

1. Answers clinic telephones and files medical records.
2. Performs all other duties as required, including but not limited to:
 - a. CPSP activities
 - b. CLIA quality assurance testing and calibration
 - c. Inventories and orders of all supplies and 340B medications
 - d. Inputs lot numbers and expiration dates of immunizations in IZZ registry.

GENERAL AGENCY DUTIES

1. Foster an environment that promotes trust and cooperation among all SMC staff.
2. Follow and enforce clinic policies and procedures.
3. Maintain confidentiality of all patient and employee information.
4. Attend all mandatory SMC meetings and other meetings as required.
5. Adhere to dress code.
6. Perform other tasks as assigned.

CUSTOMER SERVICE:

1. Provide quality care and strive to continually improve clinic services.
2. Treat patients and others with respect, courtesy and compassion.
3. Promote teamwork and cooperation to create an environment that maximizes efficiency and satisfaction for both patients and employees.
4. Encourage open communication and mutual education.

PERSONAL/BEHAVIOR:

1. Display positive demeanor and make positive comments when on duty.
2. Refrain from participation in harmful gossip, dysfunctional group interactions and divisive behavior.
3. Display courteous and professional behavior in all interactions with the public, staff and peers.
4. Work cooperatively with other staff members.
5. Display flexibility in accepting, changing or carrying out assignments.
6. Adhere to dress code.
7. Display sensitivity in a multicultural environment.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Ability to understand, read, write and spell English.
2. Ability to understand and use medical terminology correctly.
3. Knowledge of clinic philosophy, policy and operating procedures.
4. Proficiency in the use of computer applications such as Microsoft Office and the clinic EMR.
5. Knowledge of medical assistant scope of practice.
6. Knowledge of basic nursing skills, including patient education, examination procedures, use and maintenance of equipment and instruments, administration of medication, venipuncture, laboratory procedures and sterilization techniques.
7. Basic knowledge of necessary immunizations and immunization schedule.

EDUCATION AND EXPERIENCE:

1. Completion of an accredited medical assisting program with both clinical and administrative components.
2. Certification as a medical assistant required.
3. Current CPR certification required.
4. Minimum one year's experience as a medical assistant preferred.
5. Experience in community health center field preferred.