

# **VIRGINIA GARCIA MEMORIAL HEALTH CENTER**

## **JOB DESCRIPTION**

### **MEDICAL ASSISTANT**

**JOB TITLE:** MEDICAL ASSISTANT

**JOB CONTROL:** CLINICAL COORDINATOR

**JOB SUMMARY:**

1. Provide direct and in-direct patient care as directed.
2. Handle protected health information (PHI) in a manner consistent with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
3. Perform duties requested by the Executive Director, Clinic Manager or Clinical Coordinator.

The medical assistant (MA) works as a member of a multi disciplinary team, performs delegated clinical and administrative duties within the supervising provider's scope of practice consistent with the MA's education training and demonstrated competency.

This job description is designed to outline primary duties expectations, qualifications and job scope.

VGMHC is dependent on each employee's 100% contribution to the organization and the desire to offer your services wherever and whenever necessary. The contribution should not be limited by the assigned responsibilities.

**JOB CLASSIFICATION:** Hourly (Non-Exempt)<sup>1</sup>

<sup>1</sup>Revised March, 1996  
Revised May, 1999  
Retyped April 23, 2003  
Revised June 3, 2003  
Revised January 12, 2005

## **MINIMUM EXPECTATIONS:**

**Respectful:** Conduct in ways that show respect for  
The organization's Mission and Value  
Colleagues  
Patients  
Customers

**Flexibility:**  
Be able to adapt to continuous changes

**Punctuality:**  
Show up to work on time.

**Reliability:**  
Show up to work when scheduled

**A Team Player:**  
Willing to support own team members to accomplish daily activities  
Willing to support colleagues in other areas to accomplish common goals

**Customer Focused:**  
Demonstrate professionalism

## **EDUCATION, KNOWLEDGE, EXPERIENCE AND SKILLS REQUIRED**

- A. High school diploma or equivalent.
- B. Completion of Medical Assistant training program preferred.
- C. Bilingual English/Spanish preferred.
- D. Knowledge of medical terminology.
- E. One to two years' previous medical assistant experience preferred.

## **JOB RESPONSIBILITY #1:**

<sup>1</sup>Revised March, 1996  
Revised May, 1999  
Retyped April 23, 2003  
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### **Patient Flow Duties:**

- A. Review daily schedule and verify availability of supplies and working equipment for the day.
- B. Prepare patient chart prior to appointment time.
- C. Direct patient flow and room turnover in assigned areas.
- D. Communicate with the patients and families and keep them informed of schedule delays.
- E. Maintain cleanliness, inventory and preparedness of assigned exam rooms.
- F. Provide assistance to patients that need help with ambulation or those dependence of a wheelchair or walker.
- G. Communicate changes to patient's schedule with the provider and team members.
- H. Coordinate interpreter services as needed.
- I. Communicate with families & patients to insure they understand flow and expectations for the visit.
- J. Provide interpretation as requested.
- K. Scheduling appointments as ordered by provider.

### **Direct Patient Care:**

- A. Perform vital sign, diagnostic tests and laboratory tests including waved lab tests, veinipuncture, and specimen processing.
- B. Accurately document medical information in patients' records (flow sheet, progress notes, immunization records, growth charts, refill logs, etc.) lab logs and quality control logs.
- C. Determine immunization status and administer immunization as needed.
- D. Administer medication as ordered by providers.
- E. Label prepackaged medication as directed by providers.
- F. Determine type of appointment needed and prepare patient appropriately.
- G. Assist providers with procedures.
- H. Dispense information to patients as instructed by providers.
- I. Call/fax refill request to the pharmacy as ordered by providers.

### **In-Direct Patient Care:**

<sup>1</sup>Revised March, 1996  
Revised May, 1999  
Retyped April 23, 2003  
Revised June 3, 2003  
Revised January 12, 2005

- A. Check sharps containers daily, replacing when full.
- B. Stock information pamphlets and forms in the clinic daily.
- C. Stock exam rooms, nurse's station, vaccine administration station and lab daily.
- D. Organize and maintain clean and soiled utility rooms and storage areas.
- E. Disinfect and sterilize equipment.
- F. Maintain proper quality monitoring/control program for sterilization system.
- G. Assist the front desk as needed to expedite check in of patients.
- H. Clean and disinfect exam tables, counters, and equipment such as scales, toys, and blood pressure cuff per VGMHC Infection Control Guidelines.
- I. Assemble equipment and prepare trays for minor procedures.
- J. Schedule appointments as ordered by provider.
- K. Track patients' records as directed by providers.

**Clinic Expectations:**

- A. Report off to covering team member when leaving the floor for break, lunch or off duty.
- B. TEAMWORK: Ability to problem solves issues in a team environment.
- C. Assist other staff as requested.
- D. Implement agreed upon changes in function, policies and procedures.
- E. Establish appropriate patient/clinic flow priorities and follow through to completion
- F. Ensure confidentiality of patients and staff.
- G. Demonstrates cultural competency.
- H. Ability to multi-task and set priorities in an ever-changing environment while maintaining a calm, professional environment.
- I. An enthusiastic learner with the ability to work quickly, accurately, independently, and under stressful conditions.
- J. Participate in ongoing professional development and competency assessment, e.g. including but not limited to: attends educational classes appropriate to job development, communicating additional training needs to direct supervisor, attending staff meeting, orienting new staff, and cross-training for position in assigned or other areas.
- K. Have the knowledge and skills through experience and/or training to be able to provide care appropriate to the age of patients served by the clinic.
- L. Recognize own limitations and seek guidance/assistance appropriately
- M. Rotate to other clinics as needed within the guideline of the union contract.

**JOB RESPONSIBILITY #2:** Handle protected health information (PHI) in a manner consistent with the Health Insurance Portability and Accountability Act of 1996 (HIPAA).

The medical assistant (MA) will have access to PHI during the course of his/her work activities. The MA will use this information to prepare both patients and medical records for visits with the provider and to keep the flow of work going smoothly in the clinic. Applying the minimum necessary standard of HIPAA, the designated record sets to which this employee will have access include: the full medical record, and the scheduling and demographics functions of the practice management system in the view only mode.

**JOB RESPONSIBILITY #3:** Perform duties requested by the Executive Director, Medical Director, or Nursing Supervisor.

## **PHYSICAL REQUIREMENTS**

1. Percentage of time spent
  - A. Standing: 25%
  - B. Walking: 45%
  - C. Sitting: 25%
  - D. Lifting/Carrying: 5%
2. Physically demanding tasks: Must be able to lift/carry 40 lbs. – supplies.

## **WORKING ENVIRONMENT/PHYSICAL HAZARDS**

1. Work in well-lighted, ventilated environment.
2. Exposure to blood borne pathogens.
3. Exposure to potentially hazardous chemicals.

**EQUIPMENT USED-**

Demonstrates knowledge of and/or ability to use equipment

- 1. Office equipment
  - A. Computer: data entry and word processing
  - B. Telephone: able to hear and communicate
  - C. Fax
  - D. Copier
- 2. Medical equipment
  - A. Autoclave
  - B. Non-stress test
  - C. Fetal Doppler
  - D. EKG
  - E. Pulse oximeter
  - F. Audiometer
  - G. Nebulizer
  - H. O2 tank
  - I. Liquid nitrogen
  - J. Glucometer
  - K. Hemoglobin A1C
  - L. Cholesterol Screening Equipment
  - M. Hemoglobin Screening Equipment
  - N. Ultra sound machine

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date