



JOB DESCRIPTION

Job Title: Medical Assistant

Department: Clinical

Reports To: Patient Services Manager, Clinical Manager or Clinical Nurse Educator

FLSA Status: Non-Exempt

Prepared Date: 1/23/08

[This information indicates the general nature and level of work performed by an employee in this role. It is not designed to contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this role. This description supersedes any previous or undated descriptions for this role. Management has the right to add or change the duties of the position at any time with or without notice. Additionally, specific employer provided training and updating of procedures, as deemed necessary should be an ongoing responsibility of the employee.]

Summary

Under general supervision of the Patient Services Manager, Clinical Manager or Clinical Nurse Educator, assists physicians with patient care, clerical, environmental and organizational tasks.

Essential Duties and Responsibilities includes but not limited to the following:

- Fulfills patient care responsibilities as assigned which 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; assisting in receiving, logging and collecting specimens and preparing specimens for technical testing; charting; relaying instructions to patients/families; answering calls and providing pertinent information.
- Fulfills clerical responsibilities as assigned which 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 documents, charts/EMR to ensure accurate information is completed and filed appropriately.
- Fulfills environmental responsibilities as assigned which may include: setting up instruments and equipment according to department protocol; 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; restocking exam/procedure rooms.

- Fulfills organizational responsibilities as assigned which may include: respecting/promoting patient rights; responding appropriately to emergency codes; sharing problems relating to patients and/or staff with immediate supervisors quickly.

Supervisory Responsibilities

This job has no direct supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Accountability** - Accepts responsibility for actions and decisions, whatever the outcomes are; Constructively questions why we do things certain ways; Requires little supervision. Exercises time management; Prioritizes and organizes work effectively in order to meet deadlines; Is committed to task at hand; Takes ownership - is responsive and dependable to ensure work gets done; Results oriented.
- **Change Oriented/Flexible** - Takes action quickly to correct or prevent problems; Shows enthusiasm for new ideas, programs and procedures; Is multi-skilled and able to apply knowledge/skills across broad spectrum; Can take on new tasks or switch focus as needed; Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change, delays, or unexpected events.
- **Communication Skills** - Communicates effectively with department team members and other business groups throughout all levels of the organization; Also communicates effectively with external parties; Speaks clearly and concisely; Expresses thoughts and ideas easily in groups and in one-to-one conversations; Adapts communication style to fit the audience, in order to keep their attention and enhance their understanding; Shows interest in what others have to say; Listens attentively to questions and comments; Expresses appreciation for others' point of view; Participates in and/or facilitates meetings; Possesses well-developed written communication skills to communicate effectively via business memorandum, letter or written report.
- **Creativity/Forward Thinking** - Shows foresight in recognizing problems, changes, and trends relevant to area of responsibility; Sees big picture and is a strategic thinker; Generates ideas and creative solutions; Challenges the status quo in thought and action, when appropriate; Inspires creative thinking in others. Considers others' ideas and suggestions with an open mind; Is creative in looking for new ways to utilize resources and seeks efficiencies.
- **Initiative** - Volunteers readily; Seeks increased responsibilities; Asks for and offers help when needed.
- **Customer Focus (Internal and External)** - Develops customer (internal and external) relationships by making efforts to listen to and understand the customer; Anticipates and provides responsive solutions to customer needs; Is able to get results in adverse situations. Ability to maintain customer confidence

and trust; Gives high priority to customer satisfaction; Works cooperatively with other employees in meeting customer expectations/ needs; Interacts with customers in a courteous, friendly, and timely manner.

- **Decision Making & Problem Solving** - Identifies problems, secures relevant information, and relates data from different sources; Identifies possible causes of problems and takes corrective action in a timely manner; Uses best judgment to develop alternate courses of action and makes timely decisions based on logical assumptions and factual information; Recommends actions; Balances different needs and goals of the organization.
- **Individual Leadership & Ethics**- Sets example for excellence; Influential, persuasive, stretches for higher levels of performance; Treats all people with respect and dignity; Is approachable and self-confident; Self-motivated; Accepts feedback from other; Maintains the highest standards of business ethics; Maintains confidentiality.
- **Team Orientation** - Works with others for the common good of all and tolerates differences; Strives to set team, group, and individual objectives that are in concert with overall company objectives; Demonstrates enthusiasm, mutual respect, motivation and growth; Contributes to building a positive team spirit.
- **Attendance/Punctuality** - Is consistently at work and on time; Arrives at meetings and appointments on time.
- **Safety and Security** - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality and accuracy.
- **Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be 18 years of age or older.

Education and/or Experience

High school diploma or general education degree (GED) and completion of a vocation training program; and a minimum of one years work experience in an outpatient clinic, preferably related to Pediatrics.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Database and Word Processing software.

Certificates, Licenses, Registrations

Certificate of completion issued by a formal Medical Assistant program or certification of a specific specialty.

Maintains CPR certification.

Other Skills and Abilities

Must have proven skill and ability to operate office and laboratory instrumentation.

Customer Service

Maintains professional conduct and relationships with customers and outside vendors. Presents a friendly and professional image.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Must be able to use appropriate body mechanics techniques when assisting patients. Requires full range of body motion including handling and lifting patients. There will be a need to move or lift articles and boxes up to 25 pounds. As a good safety practice, Pediatric Partners does not expect any employee to move or lift articles outside or beyond the normal capabilities of its employees.

Employees are encouraged to get a buddy/partner when lifting articles that are not easily moved or lifted by one person or could sustain injury without a partner.

- Bending, stooping, reaching, twisting, lifting, pushing, pulling and moving items. Requires the ability to move around and maneuver products when necessary.
- Responding to public address system announcements. Requires listening for general and or emergency information announcements.
- Walking and standing. Requires moving around.
- Identifying and reading reports, safety signs, company documents, etc. Requires recognizing, identifying and using company documents when necessary.

While performing the duties of this job, the employee is regularly required to talk or hear; therefore corrected vision and hearing to a normal range are required. The employee frequently is required to use hands to finger, handle, or feel. The employee is occasionally required to stand, walk, sit, reach with hands and arms, and stoop, kneel, crouch or crawl. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and abilities to adjust to focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed in a combination of medical office and exam/procedure room environments. Work settings are well lighted, well ventilated and provide adequate space.
- Involves frequent contact with staff, patients and the public. Work may be stressful at times. Contact may involve dealing with sick, angry or upset people.
- Exposure to communicable diseases, medicinal preparations, sharp instruments, bodily fluids and other conditions common to a clinical setting.
- The noise level in the work environment is usually moderate.

Employee's Name (Print)

Employee's Signature

Date