



JOB DESCRIPTION: MEDICAL ASSISTANT

SUMMARY: Provide assistance with various healthcare services following established policies and protocols including but not limited to obtaining specimens, conducting routine lab studies, and assisting with administrative functions.

DUTIES AND RESPONSIBILITIES:

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Greets, receives, and prepares patients for appointments/procedures; conducts interviews with patients, measures vital signs, and records information.
- Performs routine laboratory tests on patients as provided by established protocol.
- Maintains nursing stations and examination areas in a manner consistent with OSHA standards and Universal Precautions procedures.
- Maintains inventory of medical supplies and materials.
- Receives and screens telephone calls.
- Schedules patient appointments. (*if necessary*)
- Coordinates patient flow.
- Maintains office/department and patient records – filing, retrieving test results or charts.
- Assists with patient's medication refills. (**ONLY** with the assistance of the Doctor/PA/NP/LPN)
- Prepares timely, legible, and complete documentation of all patient care as provided by law, regulation, and established policy.
- Prepares patients forms for physician approval.
- Requests patient consent for health information exchange and prescription history.
- Performs standing order protocols for all patients including scheduling annual physicals and transitions of care.
- Prepares forms for physician approval, as necessary.
- Participates in continuing education to continually improve skills and abilities and stay abreast of current technologies/practices.
- Applies safety principles as identified by established policy.
- Ensures compliance with legal issues including but not limited to patient confidentiality and risk management; ensures compliance with JCAHO, federal, state, and local regulations.
- Exhibits a high degree of courtesy, tact, and poise when interacting with patients, families, and other healthcare professionals.
- Adjusts to fluctuating peaks in patient flow, acuity, and other operational demands while maintaining quality.
- Performs other duties as assigned by manager.



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QUALITY IMPROVEMENT ACTIVITIES

(PCMH, DSRIP, CPC+, APC, HEDIS, Value-based Programs and future programs)

- Participates in daily face-to-face huddles or reviews and signs document no later than 30 minutes after the start of the shift.
- Collaborates with team members and assist patients by reviewing and responding to all individually assigned Triages/ Documents/ To-do's daily.
- Daily collaboration with team members and patients by reviewing and responding to all team assigned Triages/ Documents/ To-do's; including but not limited Nurse, Forms, ePA and Prior Auth tasks on MEDENT's Chart Central.
- Performs standing order protocols for all annual physicals and well child checkups, vital sign monitoring, depression and Anxiety (PHQ-2, PHQ-9, GDSSF, GAD-7) SBIRT, tobacco, fall and health literacy screening (REALM), health risk assessment, Functional Assessment, Advance Care Planning and Pain Assessment
- Documents patient treatment, medication and adherence barriers.
- Reviews patient's previous plan of care and attach any completed labs, consultants, radiological testing, urgent care/emergency and or hospital visits notes.
- Participates in quality improvement and utilization review activities.
- Assists with the identification of strategies to improve health outcomes with an emphasis on preventive interventions.
- Participates in establishing department/organization goals, identifying priorities, and implementing and evaluating quality improvement efforts.
- Participates in patient (or person) and family advisory council (PFAC).
- Refers patients to appropriate Community Resources.

QUALIFICATIONS:

- High school diploma or equivalent.
- Completion of formal training program as nursing/medical assistant and/or comparable experience in clinical setting.
- Must possess current CPR certification.
- Knowledge of medical terminology.
- Demonstrates competence in reacting to and handling emergencies.
- Ability to work collaboratively with multiple health professionals in a busy and complex environment using tact, diplomacy, and discipline.
- Ability to understand and adhere to established policies, procedures, and protocols.
- Strong charting/documentation skills.
- Ability to effectively communicate with people at all levels and from various backgrounds.
- Commitment to excellence and high standards.
- Excellent written and oral communication skills.
- Strong organizational, problem-solving, and analytical skills.
- Ability to manage priorities and workflow.



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- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Demonstrates good judgement with the ability to make timely and sound decisions.
- Bilingual skills a plus.
- Ability to understand and follow written and verbal instructions.

PHYSICAL/MENTAL REQUIREMENTS:

While performing the duties of this job, the employee is frequently required to do the following:

- Walk and stand for prolonged periods.
- Understand and respond to a diverse population.
- Utilize visual, auditory, verbal, and olfactory processes required to assess, monitor, and care for patients.
- Lift 25- 50 pounds frequently.
- Interpret complex laws, regulations, and/or policies.
- Coordinate multiple tasks simultaneously.

WORK ENVIRONMENT:

- Works in a clinical setting where employee may be exposed to blood-borne and airborne pathogens or infectious materials.

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Medical Assistant

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Ted J. Triana, D.O.

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Signature

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Date

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Date