

Certified Medical Assistant

Department: Medical

Reports to: MA Supervisor

FLSA Status: Non-Exempt/Hourly

Revision Date: 05/12/2023

Summary:

Works closely with providers and other clinical support staff to provide quality care to patients in a positive work environment.

Minimum qualifications:

1. Completion of nationally accredited Medical Assistant program or relevant work experience and certification as a Registered Medical Assistant.
2. Certification from a nationally recognized organization (AAMA, NHA, NCCT or AMT) or must obtain within 6 months of hire.
3. Minimum of one year of prior outpatient medical assistant experience preferred.
4. BLS or ACLS certification or must obtain within 90 days of hire.
5. Valid driver's license and reliable transportation if hired for a float position.

Key Success Factors:

Successful completion of a nationally accredited Certified Medical Assistant certification program or relevant work experience and national certification or registration as a Medical Assistant. Must be able to perform basic math computations. Must be proficient in computer use, including Microsoft Office. Ability to multi-task.

Essential Functions:

- Timely rooming of patients, performing vital signs, taking family history, social history, medication consolidation, PHQ's, barriers today, immunization consolidation, history of present illness and review of systems.
- Complete any in office standing orders including but not limited to A1C's, immunizations, retinal testing, DM foot exams, visual acuities, hearing test, and drug screens.
- Prepping exam room and patient for procedures, such as minor surgery, physicals, female exams, etc.
- Review quality measures and prepare for completion, if applicable.
- Clean examination rooms after each visit and at the end of each day.
- Restock exam rooms weekly and as needed.
- Call patients with lab and/or test results after provider has reviewed results and written recommendations.
- Return all patient phone calls promptly. Same day call-backs are preferred. All calls must be returned within 24 hours. Urgent calls should immediately be brought to the provider's attention.
- Document critical lab values/test results when received via telephone and immediately bring results and chart to provider.

- All PT/INR results should be brought with chart to provider on the day in which results are received.
- Sample meds to be checked weekly for expiration dates and log completed.
- Enter diabetic patient information into the PECOS registry daily.
- Complete all documentation related to childhood vaccinations – Vaccination record IRIS forms, parental consent/refusal forms. Log all injection lot #, expiration date, site.
- Heritage Health staff have an active role in our Patient Centered Medical Home model of care. This role is designated as part of the Heritage Health PCMH Care Team.
- All documentation must be initialed, signed and dated.
- Regular and predictable attendance is an essential function of this position.
- Other job-related duties as assigned.

Safety:

Heritage Health enforces a safety culture whereby all employees have the responsibility for continuously developing and maintaining a safe working environment. Each employee is responsible for completing all training requirements, participating in emergency response tasks as requested, and serving on safety committees and teams as requested. In addition, employees must accept the responsibility for maintaining the safety of themselves and others by adhering to all written and verbal instructions, promptly reporting and/or correcting all hazards or unsafe conditions and providing feedback to supervisors and management on all safety issues.

Physical/Mental Requirements:

Required to stand, sit, and be mobile one-third to two-thirds of the time. They are required to use hands to finger, handle or feel over two-thirds of the time; while reaching with hands and arms occurs one-third of the day. Climbing or balancing, stooping, kneeling or crouching occur less than one-third of the time. Communicating by talking / hearing occurs over two-thirds of the day. Regularly lift, push and/or move up to 25 lbs. Occasionally lift, push and/or move up to 50 lbs. Rarely lift, and/or move greater than 50 lbs with assistance. Regularly push greater than 50lbs. Must be able to manage efficient keyboard use, hear, see, speak and read.

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.

- Ability to solve complex practical problems
- Positive interpersonal, communication & persuasion skills over the phone, computer & in person
- Must be able to simultaneously manage several objectives and assign priorities
- Deal with a wide variety of variables in situations where only limited standardization exists
- Ability to interpret a variety of instructions furnished in written or oral form
- Ability to work effectively under pressure to meet deadlines with a strong organization skill set for easy retrieval of information and to ensure competent closure of issues



- Ability to work overtime as needed, maintain alertness & meet the controlled substance policy.
- Good judgment and sound decision making and conflict management skills to inspire confidence from the customer
- Manage complex analysis and use deductive reasoning

Working Conditions:

Work is normally performed in a typical interior/office work environment in a clinic. Work may be demanding and chaotic at times. Exposed to patient population that will present a variety of contagious diseases, physical injuries, and emotional states of mind.

Acknowledgement:

I have received, read and understand my job description. My signature below attests to the fact that I can perform the essential functions of the job with or without reasonable accommodation.

Employee Signature

Date

Employee Name – Please Print