

JOB TITLE: Medical Assistant	DEPARTMENT: Rural Health Clinic	POSITION OF SUPERVISOR: Clinic Nurse Manager
FLSA STATUS: Non Exempt	ANTICIPATED HOURS PER WEEK: 40	EFFECTIVE DATE: 2.3.2022

Position Summary: The Medical Assistant is responsible for providing care to clinic patients under the direction of a physician, health care provider or Registered Nurse, with the primary focus of assisting the Provider in the delivery of high quality patient care. This position requires accurate documentation in the patient chart specific to scope of practice for the Medical Assistant role. The Medical Assistant will perform in-house lab tests, EKG's, assist with basic procedures, and administer and document medications and immunizations under the direction and supervision of a health care provider or RN. The Medical Assistant will also follow-up with all outstanding patient orders, referrals, and prior authorizations will daily.

This is a safety sensitive position and medications that could impair your ability to perform your job duties must be reported to your supervisor. A note from your physician or health care provider must be provided stating if there are any limitations to your job duties.

Qualifications: *At all times, the employee shall possess the following qualifications set forth below.*

Education/Training:	High school diploma or GED Certificate from accredited Medical Assistant Program preferred
Experience:	Previous clinical experience preferred
Special Skills, Licenses or Certifications:	Basic computer knowledge Medical Assistant Certificate (CMA) preferred BLS
Language Skills:	Demonstrates ability to read, write, and clearly express one's self in English 100% of the time Additional languages preferred Demonstrates ability to listen Demonstrates ability to clearly convey thoughts in speech and written word
Physical/Mental/Special Demands:	<ul style="list-style-type: none"> • Ability to walk at a rapid pace 90% of the time • Ability to work at heights of 24-40 inches • Ability to push stretchers, wheelchairs, and beds. • Ability to transfer adult patients from wheelchair to exam table, exam table to wheelchair • Able to lift, move, and/or position weights, patients >50 pounds • Ability to hear alarms, nurse call system, phones, and intercoms 100% of the time • Adequate hearing is required to hear/talk with other employees, patients, and public in person and on the telephone • Work requires the use of computers with exposure to monitors, key boards, and mouse with repetitive motions for extended periods of time • Position requires standing, bending, walking, and long periods of sitting • Ability to initiate CPR 100% of the time • Must have fine motor skills 100% of the time

	<ul style="list-style-type: none"> • Ability to work and multi-task at a rapid pace with numerous interruptions 100% of the time • Good mental health • Demonstrate tact, versatility, and dependability • High degree of self-motivation and directional initiative • Ability to function independently • Ability to cope and remain calm in escalating situations • Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators
Work Environment:	<ul style="list-style-type: none"> • Work is performed with exposure to work stress, environmental stress, and frequent interruptions. • Hazards of the Job Include: Exposure to communicable disease; Verbal or physical abuse; Radiation and hazardous materials; Physical strain due to lifting, moving, and positioning patients and/or equipment; Liability due to current public consciousness; Potential exposure to blood and body fluids; Potential chemical exposure; Potential equipment and device / product hazards

Standard Job Requirements: At all times, employee shall satisfy the following requirements:

1. Adhere to and support PSMC's Code of Conduct and WISER values.
2. Comply with **all** PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
3. Know and practice the prescribed vision, mission, core values and standards of Pagosa Springs Medical Center.
4. Comply with **all** PSMC and department procedures, rules, guidelines and directives.
5. Adhere to all policies and procedures in the Rural Health Clinic Policy and Procedure Manual.
6. Establish and maintain effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the general public).
7. Interact with other departments and staff members in a manner which promotes optimum service to the patients and/or the public.
8. Be courteous, respectful, honest, and solution-oriented in dealing with others.
9. Communicate accurately, clearly, and effectively both orally and in writing.
10. Possess excellent organizational skills and the ability to multi-task.
11. Work independently and perform the job with minimum supervision.
12. Address voicemails, Electronic Health Record assignments/messages, and emails daily. Respond appropriately and in a timely manner.
13. Work effectively on PSMC/department team matters and recognize situations which require teamwork.
14. Maintain strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
15. Respect the importance of compliance and quality programs and support the same.
16. Possess computer knowledge/skills and the ability to learn and adapt to new programs and software.
17. Participate in employee training, meetings, Disaster Preparedness and emergency events.
18. Perform other job duties, as assigned by a supervisor.

Essential Duties, Functions and Responsibilities: *At all times, employee shall be able to perform the following essential functions of the job, with or without an accommodation, as set forth below under the direction of a health care provider or RN*

1. Administers care to patients in a safe, efficient, and courteous manner.
2. Follows proper medical assistant guidelines in accordance with hospital policies and procedures.
3. Assist in training new employees.
4. Courteously greets all patients.
5. Uses at least two identifiers when confirming the identity of each patient (i.e. name and date of birth).
6. Rooms patients in timely fashion and in professional manner.
7. Accurately obtain patient vital signs and document.
8. Accurately and efficiently completes all elements of patient intake following clinic workflows and protocols. Appropriate documentation of the patient intake includes, but is not limited to: medications, allergies, history of present illness, procedure history, social history, family history, depression screening and immunization status.
9. Demonstrates proficiency in completion and documentation of patient data, using the correct electronic health record template for visit. (ie Medicare Annual Wellness, Adult Intake, Pediatric Intake and CDL Exam).
10. Efficiently and accurately collects and documents patient related quality data in accordance with clinic workflows and protocols.
11. Accurately administers and documents medications as directed/ordered by the Provider.
12. Reconciles Immunization forecaster utilizing CIIS, prints recommended schedule for appropriate visits.
13. Safely administers and correctly documents immunizations as directed/ordered by the Provider.
14. Accurately documents medication samples given to patients.
15. Accurately documents and send orders for laboratory tests and diagnostic tests as directed by the Provider.
16. Follows up on all outstanding orders in a timely manner.
17. Accurately performs CLIA waived, point of care, laboratory tests as directed by the Provider.
18. Demonstrates competency in the performance and documentation of basic procedures (i.e. EKG, Nebulizer Treatment, Ear lavage, Orthopedic Device Fitting, Orthostatic Blood Pressure, etc.).
19. Schedules follow up appointments if necessary as directed by the Provider.
20. Participates in the development of the plan of care with other team members and safely implements that plan.
21. Provides instruction/teaching to the patient according to the educational plan. Presents patients with appropriate patient education and visit summaries at the end of each visit as necessary.
22. Provides preventive care information that matches patient age, sex, and health status.
23. Preps exam rooms for patients and maintains clean and sanitary exam rooms.
24. Stocks and maintains medical supplies in exam rooms so necessary items are available for provider/patient.
25. Initiates and completes medication prior authorizations as needed for patients.
26. Initiates and accurately completes DME paperwork for any patient fitted with DME supplies.
27. Follows up on patient messages, phone calls, voicemails and faxes daily.
28. Locks medication cabinet, vaccine refrigerator and medication sample closet at the end of each business day.
29. Unlocks medication cabinet, vaccine refrigerator and medication sample closet at the beginning of each business day.
30. Participates in bi-annual inventory process. Assists in outdating expired supplies.
31. Demonstrates willingness to perform tasks and complete assigned work, does not leave unfinished tasks for others to complete.
32. Prioritizes tasks so that the most important tasks are completed first.
33. Initiates, recommends or provides solutions through designated channels.
34. Reports to work when scheduled; If absent, notifies supervisor in advance per policy.

Approved by:

(Supervisor – Signature)	(Title)	(Date)
	Human Resources Director	
(Human Resources– Signature)	(Title)	(Date)

Receipt and Acknowledgment:

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)