

## **Family Health Centers – Job Description**

**JOB TITLE:** Medical Assistant - R Phlebotomist

**LOCATION:** Omak, Tonasket, Brewster, Bridgeport & Twisp Clinics

**DEPARTMENT:** Nursing

Revised Date: Jan. 2013

**FLSA STATUS:** Non-Exempt/Hourly

**REPORT TO:** Clinic Operations Manager

### **PRIMARY ACCOUNTABILITY:**

Works with the medical team to provide quality and comprehensive care to patients.

### **PRIMARY DUTIES AND RESPONSIBILITIES**

- 1) Communicates health information to patients, support staff, and team members
  - a) Answers patient phone calls, documents and communicates questions in Electronic Health Records (EHR) to provider if necessary
  - b) Relays appropriate information to the patient from provider documents in EHR
  - c) Assists providers with patient education
  - d) Monitors and processes voice mail, EHR messaging and email in a timely manner
- 2) Patient Care
- 3) a) Performs capillary, venous, or arterial invasive procedures for blood withdrawal
  - a) Performs finger or heel capillary stick only for purposes of microbiological testing
  - b) Performs standing orders for patients as approved by the Medical Director
- 4) Responds to emergency situations throughout the clinic as needed
- 5) Attendance
  - a) Ensures attendance and hours worked are accurately recorded in computerized timekeeping system
  - b) Properly manages paid vacation and sick leave
  - c) Responsible for regular, predictable attendance and to work hours as scheduled, which may include evenings or weekend.

### **GENERAL DEVELOPMENT**

1. Requires more general organizational skills
2. Job duties require the ability to work independently and as part of a team
3. Job responsibilities require individual development of priorities for effective performance of duties, including re-prioritization in response to changes in circumstances
4. Employees are expected to determine an effective response to situations encountered within established precedent
5. Work requires consideration of the impact of work product on other employees in the work process

### **PROFESSIONAL & TECHNICAL KNOWLEDGE**

Possesses a basic level of written and verbal communications skills, computational and computer skills and mathematical knowledge typically acquired through completion of a high school program or equivalent.

Job duties require specific knowledge and training acquired during completion of on the job training and/or completion of a phlebotomy course

### **LICENSES AND CERTIFICATIONS**

Must have current certification from the State of Washington as Medical Assistant Phlebotomist

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### TECHNICAL SKILLS

1. Ability to prepare basic correspondence and simple reports in Microsoft Word
2. Ability to create, send and manage email in Outlook
3. Ability to access and complete data entry in the Electronic Practice Management (EPM) program
4. Ability to access web-based applications and programs of others
5. Fully functional in use of the Electronic Health Records (EHR) program

### COMMUNICATION SKILLS

- 1) Employee is required to effectively communicate using FHC’s core values; the **Core Dimensions**
  - a) **Respect**—using manners and appropriate language; maintaining a person’s dignity and confidentiality; giving credit where due; asking others for their input and feedback
  - b) **Empathy**—to show someone you understand what they are feeling without judgment; engaged listening with no distractions; acknowledgment and paraphrasing; eye contact
  - c) **Genuineness**—tone of voice and body language are congruent; showing consistent behaviors over time; integrity (follow-through and follow-up); humility (admitting when a mistake is made)
  - d) **Specificity**—what details can you give so someone knows what “excellence” looks like; models or samples; one-on-one mentoring; alternate plans
- 2) Job duties require employee to provide excellent customer service to all internal and external customers
- 3) Job duties require employee to effectively communicate complex and/or technical information to co-workers and others

### WORK ENVIRONMENT

Work is performed in an ambulatory care setting, which may include the requirement of working at other sites

### TYPICAL PHYSICAL DEMANDS

<b>Physical Requirements</b>	N/A	Rarely ( 1-12%)	Occasionally ( 13-33%)	Frequently ( 34-66%)	Regularly ( 67-100%)
Standing			x		
Walking			x		
Climbing		x			
Sitting					x
Stooping / Kneeling		x			
Lift/Carry up to 15 lbs.		x			
Lift/Carry up to 30 lbs.		x			
Lift/Carry up to 50 lbs.		x			
Push/Pull up to 25 lbs. of exertion		x			
Push/Pull up to 50 lbs. of exertion		x			
Work below waist level		x			
Work at waist to shoulder level					x
Work above shoulder level			x		
Reach further than arm’s length				x	
Fingering					x
Grasping / Holding				x	
Talking					x
Hearing					x
Seeing					x
Work in confined spaces			x		
Exposed to extreme temperatures	x				
Operate tools or machinery (incl. office equip.)					x
Operate motorized vehicles/equipment			x		
Work at heights balancing	x				
Use/exposed to hazardous substances					x

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*This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.*

**Signature below acknowledges that I have received a copy of my job description.**

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*Employee Signature*

*Date*

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*Witness Signature*

*Date*