

Family Health Centers – Job Description

JOB TITLE: MEDICAL ASSISTANT CERTIFIED (MA-C)

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

DEPARTMENT: Nursing

Revised Date: April 2022

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) Coordinates and processes refill requests with provider
 - e) Monitors and processes voice mail, EHR messaging and email in a timely manner
 - f) Assists care team with assessment of patient and with identification of diseases and conditions
 - g) Coordinates care, referrals and transitions of care for patient, in communication with other members of the FHC care team.
- 2) Patient Care
 - a) Provide nursing care for FHC patients following established standards and practices and acting within the scope of the LPN license or MA-C certification.
 - b) Obtains and records vital signs and patient history
 - c) Administers medications by unit or single dosage, or by a dosage calculated and verified by a health care practitioner. Limited to legend drugs, vaccines, and Schedule III-IV controlled substances pursuant to a written order from a health care practitioner.
 - d) Perform diagnostic testing limited to electrocardiography, respiratory testing and tests waived under the federal clinical laboratory improvement amendments (CLIA) program.
 - e) Performs, prepares for, and assists with procedures in accordance with clinic protocols, policies, and procedures
 - f) Performs standing orders for patients as approved by the Medical Director
 - g) Checks refrigerator temperatures daily to ensure accurate storage of medications.
 - h) Triage patients to level of employee licensure: assess patients as needed and provide appropriate nursing care.
- 3) Attendance
 - a) Ensures attendance and hours worked are accurately recorded in computerized timekeeping system
 - b) Properly manages PTO hours.
 - c) Responsible for regular, predictable attendance and to work hours as scheduled, which may include evenings or weekend.

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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
6. This position exercises leadership over others, but does not have actual supervisory authority

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
Job duties require specific knowledge and training as a License Practical Nurse, typically acquired during completion of formal education program.

Job duties require specific knowledge and training in Medical assistance, typically acquired during completion of a (certificate of license program) in Medical Assistant with duration of up to a year.

LICENSES AND CERTIFICATIONS

Must have or be able to attain certification as Certified Medical Assistant with the State of Washington.

TECHNICAL SKILLS

1. Ability to prepare basic correspondence and simple reports using computer.
2. Ability to create, send and manage email.
3. Ability to access and complete data entry in the Electronic Practice Management (EPM) program
4. Ability to access web-based applications and other computer programs including tele-health.
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
- 4) Job duties require employee to provide excellent customer service to all internal and external customers

WORK ENVIRONMENT

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

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TYPICAL PHYSICAL DEMANDS

Physical Requirements	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

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.

Employee Signature

Date

Witness Signature

Date