

## COMMUNITY HEALTH CENTER

Mission: *To promote the health of low-income, working uninsured, and other vulnerable children and adults in Jackson County, Oregon*

### Job Description

**JOB TITLE:** MEDICAL ASSISTANT III  
**STATUS:** HOURLY, NON-EXEMPT  
**DEPARTMENT:** CLINICAL

#### GENERAL SUMMARY OF DUTIES:

Support mission and goal achievement, organizational quality and patient-centered care. Incorporate core organizational values of quality, respect, integrity, partnership and compassion in all activities and decisions. Implement Community Health Center's mission, philosophy and goals in all activities. Ensure the efficient and effective flow of patients during scheduled clinics through joint planning and problem solving with clinic, office, contract and volunteer staff and other related duties as assigned. Protect the dignity, privacy and confidentiality of patients and their families, as well as co-workers and others. This position may be asked to work at other clinic sites as needed.

**SUPERVISION EXERCISED:** Personnel supervision is not a responsibility of this position.

**SUPERVISION RECEIVED:** Works under the direct supervision of the on site RN Lead and indirectly under the Director of Nursing and Lab Director. Exercises progressive levels of autonomy in day-to-day activities based on satisfactory job performance.

#### ESSENTIAL RESPONSIBILITIES: Medical Assistant

1. Responsible for knowing and following clinical policy and procedure, including charting and other paperwork, in providing all aspects of patient care, patient interviews, and preparation of patients for provider assessment and treatment;
2. Completes intake interview and obtain all vital signs according to established procedure;
3. Prepares patients for examinations consistent with the purpose of the appointment
4. Assist providers with exams of patients or any special procedures;
5. Perform screenings per provider guidelines and assisting provider/nurses with various procedures;
6. Perform supervised laboratory procedures approved by the Laboratory Director;
7. Clean and stock rooms, disinfect exam room tables, treatment and lab surfaces daily;
8. Prepare and sterilize clinical instruments. Review expiration dates for sterilized equipment and re-sterilize equipment as needed to ensure a readily available supply of sterile instruments;
9. Review current meds, determine if medication sheet accurate and update medication sheet as appropriate;
10. Obtain authorizations for drug refills, telephone prescriptions to pharmacies, document in chart;
11. Performance of screening tests including vision, audiometry, tympanometry, and EKG, pulse OX, peak flow meter at the direction of the provider;
12. Administer treatments including, nebulizer, oral medications, pediatric and adult vaccines at the direction of the provider;
13. Perform procedures including, simple dressing, apply pediatric urine bag at the direction of the provider;
14. Order medical supplies as needed;

15. Assist with Medication Assistance Programs;
16. Fulfills clerical responsibility as assigned which may include: sending/receiving patient medical records; obtaining lab/x-ray reports, hospital notes, referral information, obtain and complete referral appointments for patients at provider's request etc.; completing forms/requisitions as needed; scheduling appointments; verifying insurance coverage and patient demographics; managing and charts to ensure information completed and filed appropriately; and
17. Other tasks as assigned by supervisor

**ESSENTIAL RESPONSIBILITIES: Lab**

1. Draw blood from patients, ensuring proper identification of patient and sample;
2. Fill out laboratory requisitions for send out tests completely and accurately;
3. Perform the following routine laboratory tests: CBS, Pregnancy, HCT, UDS, Strep, Urine dip and all quality control procedures pertaining to these tests, including being able to recognize a problem in the quality control results and taking appropriate action to solve the problem;
4. Maintain lab log to ensure all lab results are returned;
5. Order laboratory reagents and supplies;
6. Implement safety and waste management procedures; and
7. Other tasks as assigned by supervisor.

**PRINCIPAL RESPONSIBILITIES: Front Office Duties:**

1. Review clinical records for filing. File and retrieve as needed;
2. Schedule qualified patients for appointment based on established protocol, identified need and availability of appointments;
3. Locate charts, attach incoming lab slips, patient record releases, etc. and route to providers for appropriate action in a timely manner; and
4. Other tasks as assigned by supervisor.

**KNOWLEDGE:**

1. Knowledge of medical safety practices and requirement to evaluate existing standards and implement new procedures.
2. Knowledge of and ability to apply MA principles and practices
3. Knowledge of medical laboratory principles, standards, applications, tests
4. Knowledge of how to use/maintain laboratory equipment appropriately
5. Knowledge of current MA & Phlebotomy practices

**SKILLS:**

1. Skill in identifying problems, researching and recommending resolutions;
2. Skill in exercising initiative, judgment, discretion and decision-making;
3. Skill in maintaining department quality assurance;
4. Skill in following appropriate testing procedures;
5. Skill in proper equipment use; and
6. Skill in applying and modifying the principles, methods and techniques of MA & Phlebotomy.

**QUALIFICATIONS:**

- Completion of Certified Medical Assistant training program or equivalent training/experience;

- Completion of CHC skill assessment for MA's checklist;
- Completion of Phlebotomy training/certification;
- Current Basic Life Support Card;
- Non-judgmental attitude;
- Ability to work at a rapid pace, being involved in several duties at one time;
- Ability to handle confidential material;
- Ability to communicate clearly, fairly and effectively both verbally and in writing;
- Ability to work as a member of a team;
- Ability to work with all departments and personnel levels;
- Willingness to work a flexible schedule when circumstances necessitate;
- Willingness to accept the philosophy, purpose, and ideals of the organization;
- Ability to use a wide range of office machines including personal computers; and
- Keyboarding at 25+ wpm;
- **Physical Demands:** Lifting, bending, reaching, pushing, carrying, sitting, vision corrected in normal range, hearing corrected in normal range;
- **Hazardous Conditions:** Exposure to infectious diseases; potential exposure to physical violence;
- **Work Condition:** 100% inside;
- **Exposed to:** Cold/heat controls, close contact with sick people;
- **Machines, equipment, tools and supplies used:** blood centrifuge, hematocrit centrifuge, urine dip machine, computer, postage machine, fax, copier, calculator, multi-line phone system;
- **Multiple Duties:** Must be able to work under conditions of constant interruption and be able to stay on task.

**EDUCATION:** High School Diploma or GED equivalent

**EXPERIENCE:** Medical Assistant and/or medical office experience. Must demonstrate required MA competencies. Minimum one year phlebotomy experience

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.