

# PTARMIGAN PEDIATRICS

## JOB DESCRIPTION

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**Job Title:** Medical Assistant

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**Department:** Clinical Services

**Immediate Supervisor Title:** Physician, Practice Administrator, Director of Clinical Services, or other designated medical personnel

**Supervisory Responsibilities:** None

**General Summary:** Responsible for providing care for clinic patients under the supervision of the provider. Assists provider and staff in coordinating patient care. Functions as primary liaison between patients, staff, and provider.

**Essential Job Responsibilities:**

1. Fulfills patient care responsibilities as assigned that may include checking schedules and organizing patient flow; accompanying patients to exam/procedure room; assisting patients as needed with walking transfers, dressing, collecting specimens, preparing for exam, etc.; collecting patient history; performing screenings per provider guidelines; assisting physicians/nurses with various procedures; charting; relaying instructions to patients/families; answering calls, and providing pertinent information.
2. Fulfills clerical responsibilities as assigned that may include sending/receiving patient medical records; obtaining lab/X-ray reports, hospital notes, referral information, etc.; completing forms/requisitions as needed; scheduling appointments; verifying insurance coverage and patient demographics; managing and updating charts to ensure that information is complete and filed appropriately.
3. Fulfills environmental responsibilities as assigned that may include setting up instruments and equipment according to department protocols; cleaning exam/procedure rooms, instruments, and equipment between patient visits to maintain infection control; ordering, sorting, storing supplies; and restocking exam/procedure rooms.
4. Fulfills organizational responsibilities as assigned including respecting/promoting patient rights; responding appropriately to emergencies; sharing problems relating to patients and/or staff with immediate supervisor.
5. Checking vital signs; physical examination preparations; clinical pharmacology; drug administration; prescription verifications with physician's orders; minor surgery assists including surgical tray set-up pre/post-surgical care, applying dressings, and suture removal; biohazard waste disposal and monitoring; therapeutic modalities; instructing patients with assistive devices, body mechanics, and home care; laboratory procedures including Occupational Safety and Health Administration (OSHA) guidelines; quality control methods; CLIA-waived testing; capillary punctures and venipunctures; specimen handling such as urine, throat, vaginal, stool, and sputum; and first aid.

6. Other duties as assigned.

**Education:** High school diploma or general equivalency diploma (GED), medical assistant diploma from an accredited vocational institution, or a community college course in medical assisting. Appropriate certificate indicating passing grade for specific specialty if working in specialty department; e.g., pediatric medical assistant exam.

**Experience:** Minimum one year of recent experience working in a medical facility as a medical assistant and/or documented evidence of externship completed in a medical office. Electrocardiogram (EKG), vital signs, venipuncture, capillary, and injection current experience.

**Other Requirements:** Current documentation of a national certification for the registered medical assistant (RMA) through the American Medical Technologists (AMT) or for the certified assistant through the American Association of Medical Assistants (AAMA). Must possess a current CPR certification and current health records with the appropriate immunizations to work in the health care field (hepatitis B and tuberculosis).

### **Performance Requirements:**

#### *Knowledge:*

1. Knowledge of health care field and medical office protocols/procedures.
2. Knowledge of working with children with disabilities or behavioral health problems.
3. Knowledge of information that must be conveyed to patients and families.

#### *Skills:*

1. Skill in performing medical assistance tasks appropriately.
2. Skill intact and diplomacy in interpersonal interactions.
3. Skill in understanding patient education needs by effectively sharing information with patients and families and working with families under stress.

#### *Abilities:*

1. Ability to learn and retain information regarding patient care procedures.
2. Ability to project a pleasant and professional image.
3. Ability to plan, prioritize, and complete delegated tasks.
4. Ability to demonstrate compassion and caring in dealing with others.

**Equipment Operated:** Standard medical exam/office equipment, which may include computerized health information management system for medical records, etc.

**Work Environment:** Combination of medical office and exam/procedure room settings. Well-lit, well-ventilated, adequate space.

**Mental/Physical Requirements:** Must be able to use appropriate body mechanics techniques when making necessary patient transfers and helping patients with walking, dressing, etc. Must be able to lift up to 30 pounds of supplies. Occasional stress from dealing with many staff and patients with special needs.