



TRUMAN MEDICAL CENTERS

## Job Description

**Job Title:** Medical Assistant  
**Job Code:** 0216 7411  
**Reports to:** Ambulatory Director/Clinic Supervisor/Manager

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### Summary

Provides care for patients under the direction of the physician in the ambulatory clinic and/or procedural setting. As a part of the healthcare team, they support administrative and clinical functions within their work setting. In collaboration with patients and the healthcare team collects and records important health information data as part of the admission and discharge process. Incorporates patient education into the plan of care. Completes and/or assists with procedures.

### Age of Patient

The individual in the job provides direct patient care for what age of patient?

Neonate-Toddler (0-3) \_\_\_\_\_  
Pediatric (4-12) \_\_\_\_\_  
Adolescent (13-20) \_\_\_\_\_  
Adult (21-64) \_\_\_\_\_  
Geriatric (65+) \_\_\_\_\_  
NA \_\_\_\_\_

**Scope:** Corporate-wide Medical Assistants

### Job Duties and Responsibilities

1. Prepares patient chart and patient for clinical exam-visit.
2. Completes pre-visit planning to identify needs for the clinic day and health maintenance and chronic disease activities that are due such as but not limited to:
  - a. Vital signs to include height and weight
  - b. Chief complaint
  - c. Allergies
  - d. Medication review to include over the counter and herbal preparations
  - e. Advanced Directive
  - f. Social, Family and Medical history
  - g. Obtains and documents pain score using appropriate pain scale
  - h. Alert RN, MD, PA or NP of abnormal data collected

3. Properly documents in the EMR:
  - a. All patient care and communications
  - b. Telephone contacts of all types with the patient or attempts to contact by phone
  - c. All referral contacts/calls related to the specific patient
  - d. Assists provider with clinical visit.
  - e. Participates in huddle
  - f. Completion of full ambulatory intake form per the required time frame
  
4. Prepares and Administers Medications and Immunizations
  - a. Has knowledge of normal doses, actions and side effects for each age group. Recognizes and reports adverse drug reactions.
  - b. Administers medications and immunizations per protocol and places the orders for the provider to sign off on where the protocol permits
  - c. Evaluates effectiveness of medication intervention in collaboration with the provider:
  - d. Administers medication as appropriate
  
5. Completes collection of specimens per policy/protocol. Specimen collection may include, but is not limited to the following:
  - a. Blood – Performs phlebotomy
  - b. Throat Culture
  - c. Wound Culture
  - d. Stool Specimen
  - e. Urine to include UDS
  - f. Sputum
  - g. Other as ordered
  
6. Performs and assists with wound care and/or dressing changes
  
7. Locates and is proficient at use of equipment, including but not limited to:
  - a. Scales – adult and infant
  - b. Digital Thermometer
  - c. ECG – (where applicable)
  - d. Pulse Oximeter
  - e. Vital sign equipment – manual BP cuff and machines
  - f. PFT Equipment (where applicable)
  - g. Nasal Cannula
  - h. Oxygen tank
  - i. Oxygen mask
  - j. Ambubag
  - k. AED (demonstrated by current Healthcare BLS certification)
  
8. Prepares and assists with procedures, including but not limited to:
  - a. Lesion Removal
  - b. Mole Excision (where applicable)

- c. Pap and Pelvic with completion and processing of any lab forms and specimens
  - d. Ear Irrigation
  - e. Splint application/Removal
  - f. Cast application/Removal (where applicable)
  - g. Staples/Sutures and Staple/Suture Removal
  - h. Nebulizer treatments
  - i. Other procedures as instructed by Provider
9. Performs and documents tests and controls for CLIA Waived Tests as ordered by the Provider and completed in the applicable clinic – must maintain annual certification to perform the following tests:
- a. HCG
  - b. A1C
  - c. Blood Glucose
  - d. Flu
  - e. Strep
  - f. Urine
  - g. Mono
  - h. Other as applicable to area
  - i. Other tests as ordered where the MA is certified by the institution
10. Follows Sterile instrument processing protocol
- a. Properly cleans, disinfects, transports and prepares equipment for decontamination
  - b. Alerts RN, MD, PA, NP when equipment is no longer in good repair
11. Departs patient:
- a. Obtains signature on depart
  - b. Ensures all educational materials have been presented and asks if they understand the plan of care, new medications, and personal goals
  - c. Ensures patient is aware of the need to schedule referral or follow up appointments.
12. Follows through with post visit duties.
- a. Calls all no shows and documents on the appropriate form
  - b. Follows on referral orders per clinic guidelines/process and documents in the EMR
  - c. Follows up on any tests/results and documents efforts and patient contact in the EMR – mindful of clinic guidelines for notifications
  - d. Ensures all documentation is complete
  - e. Places all facility charges as required, at close of each day
13. Performs other duties as assigned.
- a. Clean Sweep as assigned and per enterprise required time intervals – documents and takes action for all out of date items

- b. Supply surveys per clinic requirements to ensure rooms are stocked at par level; notifies correct individual when supplies need to be re-ordered
  - c. Completion of clinic task lists as assigned
14. Maintains the clinic and exam rooms per protocol
- a. Cleans the room after each patient using the appropriate disinfectant wipe; per the package instructions
  - b. Picks up any trash and cleans up any spills immediately and if discovered as one completes their tasks
  - c. No paper taped up on any surface
  - d. Identifies IP risks and notifies the appropriate individual (stained ceiling tiles, chipped paint, peeling wall paper, etc).
  - e. Understands when there is a need for PPE and utilizes it per guidelines
  - f. Demonstrated good radiation safety skills.
15. Promotes quality improvement, staff and patient safety, and cultural diversity through department operations and by personal performance.
16. Provides service in a manner that is appropriate for the patient's age; demonstrates knowledge and skills necessary to meet the patient's physical, psychosocial, educational, and safety needs.
17. Presents a courteous and helpful demeanor, appropriate for age, to all patients, visitors, other Truman employees/medical staff members, or any other person an employee encounters while representing Truman Medical Centers.
18. Maintains current knowledge related to applicable statutes, regulations, guidelines and standards necessary to perform job duties in accordance with the requirements of the Corporate Compliance Plan. Complies with the requirements of the Code of Conduct, Corporate Compliance Plan and Compliance Policies and Procedures, including training requirements. Participates in compliance activities under the direction of the Department Manager and Corporate Compliance Officer.

## **Knowledge, Skills, and Abilities**

### Minimum Requirements

1. High school diploma or equivalent
2. Graduation from an accredited Medical Assistant program
3. Certified Medical Assistant (CMA)-certification by the American Association of Medical Assistant (AAMA), Registered Medical Assistant (RMA) –certification by American Medical Technologists (AMT) or Nationally Registered Certified Medical Assistant (NRCMA) –certification by National Association for Health Professionals. [Beginning 1/1/2013, all new hires are required to possess one of the above certifications and maintain for continued employment.]

4. Current BCLS certification upon hire & maintained for continued employment
5. Ability to perform POCT, immunizations, and injections
6. Ability to work independently, prioritize and problem solve.
7. Excellent organization skills.
8. Considerable ability to provide superior customer service skills
9. Proficient in Microsoft applications and basic computer skills
10. If the position is responsible for radiologic functions, employee must have received the radiology certification or training in their Medical Assistant program or receive training validated through radiology competency checklist

### **Primary Contacts**

Works with clerical, nursing and provider staff, in addition to patients.

### **Working Conditions** (Check one or all depending on the working conditions of the position.)

- Normal hospital working environment. Requires good verbal and written communication skills. Must be able to speak and read the English language.
- Ability to move freely (standing, stooping, walking, bending, pushing, and pulling) and lift up to a maximum of fifty (50) pounds without assistance.
- Work is primarily facility based in an outpatient behavioral health setting and/or correctional facility.
- Some work may occur in a community setting and may include contacts in a high crime area and in extremes of temperature.

### **Blood Borne Pathogen Exposure** (Check one)

- Category I: Job classification includes ALL employees who have occupational exposure\* to blood borne pathogens\* (blood or body fluids) while performing their job duties.
- Category II: Job classification includes employees who are likely to have SOME occupational exposure to blood borne pathogens because Category I tasks may occasionally be required.
- Category III: Job Classification includes those employees who perform jobs and tasks where NO CONTACT with blood borne pathogens occurs and Category I and Category II tasks ARE NOT a condition of employment.

*The above statements are intended to describe the general nature and level of work being performed by employees in this position. They are not intended to be an exhaustive list of all duties, responsibilities and qualifications of employees assigned to this job.*

Reviewed by: \_\_\_\_\_  
Department Manager

Date: \_\_\_\_\_

Reviewed by: \_\_\_\_\_  
Please Print Employee Name

\_\_\_\_\_  
Employee Signature

Date: \_\_\_\_\_

**Date: January 2018**