Community Health Alliance
Job Description
Medical Assistant (MA)

Supervisor: MA Supervisor

Job Description: The Medical Assistant participates in the delivery of excellent primary care in a Care team structure within the ambulatory clinic setting with an emphasis on the prevention of disease; is responsible for initial patient assessment, preparation of the patient for examination and/or procedures; administers medications under direction of provider; performs in office lab procedures and phlebotomy on pediatric and adult patients; sterilizes instruments and ensure compliance with OSHA regulations.

Knowledge, Skills and Abilities:
1. Knowledge of the essential functions, practices and procedures of a medical clinic/office
2. Knowledge of CPT and ICD-9-CM coding
3. Knowledge of in office lab procedures; pediatric and adult phlebotomy skills
4. Knowledge and skill in pediatric and adult medication and immunization administration
5. Knowledge of an electronic medical record system; when applicable
6. Skill in operating personal computer utilizing word processing, databases and e-mail
7. Skill in operating various office equipment, such as calculator, copy machine, facsimile machine, and telephone system
8. Skill in operating various medical office equipment, such as EKG machine, pulse oximeter, nebulizer, spirometer, audiology equipment, sterilizers, etc.
9. Skill in accuracy and attention to detail
10. Ability to maintain confidentiality of information, most importantly patient financial and medical information
11. Ability to read, write legibly, calculate mathematical figures and medication doses
12. Ability to solve practical problems and deal with a variety of variables
13. Ability to exercise good judgment in appraising situations and making decisions
14. Ability to work and interact effectively and positively with other staff members to build and to enhance teamwork in the clinics and overall CHA's organization
15. Ability to communicate in a courteous and professional manner
16. Ability to understand and respond appropriately, effectively and sensitively to special population groups as defined by race, ethnicity, language, age, sex, etc.
17. Ability to hear and speak well enough to converse over telephone and interview patient
18. Ability to see to accurately calculate and administer doses of medication and perform duties as a medical assistant
19. Ability to maintain a Drivers License, and to perform transportation or courier duties; as needed
20. Ability to lift up to 20 pounds on a frequent basis
21. Reasonable accommodation will be made for physical limitations on an individual basis

Education and Experience: High school diploma or general education equivalent (GED) required. Certificate of completion from an AMA approved Medical Assistant program; a minimum of 1 year recent working experience as a Medical Assistant preferred. In lieu of graduation from an AMA approved Medical Assistant program, must have 5 years recent work experience as a medical assistant. RMA or CMA national certification or ability to obtain RMA or CMA within 6 months of hire is required. Current CPR certification required. Experience in a family practice clinic and bilingual Spanish preferred.
Community Health Alliance (CHA)
Responsibilities
Medical Assistant

Role: Work as a Care Team member in order to provide clinical support (medical assistance) for provider staff. Work as part of a clinic Care Team to continually improve the quality services provided.

Patient Encounters
1. Escorts patient from waiting room to exam room and from exam room to check out
2. Takes vital signs and prepares patients for examination
3. Plots pediatric measurements on growth charts in medical records
4. Takes brief history, including chief complaints/allergies
5. Assists in completion of health history form
6. Arranges equipment, instruments, etc. required for exam
7. Assists provider with exam or special procedures to include required documentation
8. Completes required lab forms with correct ICD-9 and CPT codes and billing information
9. Translates for providers as needed if possible
10. Provides patient education as directed
11. Provides emotional support, compassion and is sympathetic to patient needs
12. Completes PARs
13. Triages phone calls and walk-ins at the clinic where applicable: performing those duties in accordance with policy and procedures

Medical Quality
1. Completes medical assistant proficiency review as required
2. Ensures medical equipment is in good working condition performing routine maintenance and cleaning as required

Medical Records
1. Documents in patient's medical record in accordance with policy
2. Keeps medical record organized in sequential order by dating pages
3. Files documents and corrects misfiled documents in medical records

EMR Responsibilities; when applicable
1. Verifies and ensures competency when utilizing EMR and EPM system
2. Identifies and obtains information from EMR
3. Utilizes EMR communications template to include tasking to appropriate staff
4. Completes tasks as assigned
5. Utilizes reports generated from EMR and EPM system; when applicable
6. Documents and enters required information into EMR that pertains to position, including but not limited to
   a. Family, past and social history
   b. Vitals
   c. Dietary plan
   d. Injections
   e. Vision, hearing testing, etc.
   f. Current medications if patient presents actual proof
g. All other documentation as assigned  
7. Follows any assigned standing orders  
8. Orders lab tests as assigned by provider  
9. Utilizes equipment that interfaces with CHA EMR system (e.g. EKG, spirometry, etc.)  
10. Provides EMR generated patient education materials as assigned by provider  
11. Identifies and reports documentation inaccuracies to provider and/or clinic coordinator  
12. Insures patient confidentiality  
13. Informs supervisor if inaccuracies are identified  
14. Follows all policies and procedures pertaining to EMR

**Laboratory Responsibilities**  
1. Draws blood specimens on pediatric and adult patients  
2. Prepares lab specimens for pickup  
3. Performs routine in office laboratory procedures (urine dipstick, hemocult, strep tests, etc)  
4. Maintains all laboratory logs to include quality control logs as required by CHA lab manual  
5. Monitors refrigerator temperature in accordance with policy and procedure  
6. Adheres to all OSHA, state and CHA lab manual policy and procedures requirements

**Sterilization**  
1. Prepares sterile trays in advance and monitors supply of sterilized instruments ensuring instruments are available for procedures scheduled in the clinic  
2. Cleans and prepares instruments and sterilizes instruments  
3. Performs spore testing, cleans sterilizer and completes documentation per policy

**Procedures & Medication**  
1. Conducts vision testing and audiometer examinations  
2. Administers medications and immunizations to pediatric and adult patients monitoring for drug reactions after administration  
3. Maintains vaccines, vaccine stock and immunizations records in accordance with state immunization program and CHA requirements  
4. Makes referral appointments with other physicians or agencies  
5. Performs procedures and conducts patient information as directed by the provider (ie., application of dressings, fitting of crutches and crutch walking instructions, etc)  
6. Authorizes refill of prescription per protocol  
7. Monitors for expired drugs as per policy

**Purchasing**  
1. Maintains medical supply and stock in accordance with established PAR levels  
2. Prepares purchase order requests for medical supplies.  
3. Inventories medical supplies as required

**Financial Responsibilities**  
1. Reviews encounter forms for completeness prior to patient going to check-out  
2. Ensures all appropriate charges are documented on patient's superbill  
3. Completes required lab forms with correct ICD-9 and CPT codes  
4. Ensures appropriate laboratory payor source is listed on lab slip  
5. Ensures complete patient insurance, Medicaid, or Medicare information is contained on lab slip to facilitate appropriate lab billing  
6. Ensures patient informed of advanced beneficiary notice and signature is obtained prior to procedure or examination
7. Practices economy in supply selection and usage, eliminating waste and constantly striving for way to reuse or recycle as appropriate

**General Duties**
1. Ensures proper computer procedures are followed as per CHA policy and procedure
2. Performs other work related duties as requested by supervisor

**Customer Service**
1. Returns patient calls per direction of the provider in a timely fashion
2. Exemplifies in behavior the Core Values of CHA
3. Ensures cleanliness of clinic during operational hours
4. Professional, respectful communication with supervisor and co-workers

**Quality Management**
1. Constantly alert for ways to improve customer service, improve patient flow, increase productivity, and improve utilization of resources communicating ideas to supervisor
2. Participates in quality management projects as requested
3. Notifies supervisor of unusual occurrences and adheres to policy regarding incident forms and/or patient complaints
4. Ensures compliance with HIPAA, OSHA & other regulatory agencies
5. Attends and actively participates in staff meetings
6. Follows all CHA policy and procedures
Community Health Alliance
Performance Standards
Medical Assistant

Professional Competence
1. Utilizes knowledge of work as part of a clinic team to continually improve the quality services provided
2. Utilizes medical assistant knowledge and skills in caring for patients in the clinical setting
3. Utilizes medical assistant training to prepare patient, gather supplies and equipment when assisting the provider with procedures
4. Draws blood, performs in office lab procedures and prepares specimen for laboratory processing competently and efficiently
5. Proficiently administers medications and immunizations; maintaining all documents and logs
6. Completes superbills utilizing proper CPT and ICD-9-CM coding and billing information
7. Utilizes knowledge of CHA policy and procedures, HIPAA, OSHA and other regulatory agencies in performing all duties in the clinic
8. Utilizes resources as needed to meet needs of the organization and patient

Patient Relationships/Quality of Service/Customer Service
1. Courteous, respectful and creates safe, clean environment for patients and staff
2. Ensures confidentiality of information
3. Sets the example of exemplary customer service for both internal and external customers
4. Conducts quality control testing i.e., lab controls, sterilization, etc per CHA policy and procedures

Productivity
1. Diligently works with provider staff and co-workers to ensure patient flow is efficient and productive
2. Utilizes good time management skills to ensure all facets of patient care and medical assistant responsibilities are completed in a timely manner i.e., referrals, PARs, sterilization of equipment and instruments, lab duties, patient call backs, etc

Accuracy/Efficiency
1. Maintains and completes records, logs and reports: immunization, laboratory, temperature,) etc., in accordance with CHA policy and procedure
2. Conducts medical supply purchasing activities; ensures efficiency of medical supply stock and utilization
3. Obtains Advanced Beneficiary signatures as needed prior to exams, procedures and lab draws
4. Verifies and ensures competency when utilizing EMR and EPM system

Reliability
1. Dependable and punctual; ensures reports, time sheets, etc are accurate and submitted on time
2. Consciously follows through on requests, instructions, and provider orders

Peer/Co-Worker Relationships and Teamwork
1. Works to create/maintain good relationships with supervisors and co-workers
2. Fosters working together as a team: dealing with and resolving conflict in a timely, efficient and positive manner
3. Actively participates in team

Contributions to Company and Community
1. Participates in community functions that represent CHA
2. Utilizes proper dress and grooming habits and always presents CHA in a positive light
3. Performs other duties as assigned

**Job Standard 1: Confidentiality**
1. Requires expeditious and accurate completion of tasks assigned to allow the successful completion of individual and corporate goals
2. Follow-through and follow-up with time-sensitive information for credentialing submissions, filing, and records retention
3. Maintain confidentiality of records in accordance with HIPPA and Community Health Alliance (CHA) corporate policy. Keep all files in a locked file cabinet or drawer
4. Communicate with immediate supervisor as to progress and/or issues impeding progress for successful completion of any assigned task

**Job Standard 2: Supports the culture of CHA**
1. Works with minimal supervision as a team member in a self-directed environment, adhering to the mission and values of CHA
2. Attends required department and organization staff meetings in order to be an informed employee
3. Meets deadlines related to projects, regulatory and organizational policies and practices and as directed by immediate supervisor
4. Represents CHA in a positive, professional manner effectively communicating the mission and values of CHA to both internal staff and external clients
5. Willingness to learn new skills and continuously improve processes as needed or required

---

**Work Performance Standards Agreement**

**Position: Medical Assistant**

The preceding functions have been provided as examples of the type of work performed by employees assigned to this job position. Management reserves the right to add, modify, change or rescind work assignments and to make reasonable accommodations as needed.

I understand that if I have any questions regarding any part of this position that I can ask my immediate supervisor or the Human Resources Director.

I acknowledge that I have reviewed a copy of the job description and work performance standards as stated herein for the position of Medical Assistant.

I acknowledge that I able to perform all the duties specified above.

Employee Signature ______________________________ Date ________________________