

VALLEY MEDICAL CENTER

Job Description

Clinic Network

TITLE: Medical Assistant II

ROLE: See job description for **Clinical Support Partner** for generic job duties.

AREA OF ASSIGNMENT: Outpatient Primary Care Clinic

HOURS OF WORK: Variable

RESPONSIBLE TO: Clinic Manager

PREREQUISITES:

1. Meets minimum level state educational requirements for HCA certification categories A, C, D,E & F (A- Venous and capillary blood withdrawal, C – intradermal, Sub Q, and IM injections for diagnostic agents, D – IV injections for diagnostic agents, E - intradermal, Sub Q, and IM injections for therapeutic agents, F- IV injections for therapeutic agents.)
Must submit medication and diagnostic Agent list with certification
Must provide transcripts or diploma from MA school
2. Possess good understanding of medical terminology
3. AA Degree or comparable credits.

QUALIFICATIONS:

- ◆ Capable of comprehending, executing and acting under the direction of a health care practitioner.
- ◆ One year experience as an MA
- ◆ Attention to detail and ability to work well under pressure is essential. Also, must be able to function effectively in an environment where it is necessary to perform several tasks simultaneously, including demonstrated ability to effectively manage multi-line phones.
- ◆ Possess excellent customer service and patient care skills. Interacts in a friendly, professional manner with a wide range of patients, operations staff, physicians, and other departments in Valley Medical Center.
- ◆ Neat and well-groomed appearance.
- ◆ Ability to communicate and work effectively with the physical and emotional development of all age groups.
- ◆ Ability to communicate effectively, in oral and written form, in the English language.
- ◆ Demonstrates effective interpersonal skills in a diverse population.
- ◆ Ability to instruct, orient peers in general MA duties

UNIQUE PHYSICAL/MENTAL DEMANDS, ENVIRONMENT, AND WORKING CONDITIONS:

PERFORMANCE RESPONSIBILITIES

A. Generic Job Functions: *See Generic Job Description for Clinical Support Partner*

B. Unique Job Functions: (performed in accordance with supervision requirements established by statute and administrative code.)

- ◆ Ensures efficient patient flow, pulling and preparing charts, rooming patients
- ◆ Obtains vital signs and chief complaint
- ◆ Performs venous and capillary invasive procedures for blood withdrawal
- ◆ Performs IV cannulation for drips with training
- ◆ Performs intradermal, subcutaneous and intramuscular injections for diagnostic agents and administer skin tests
- ◆ Performs intradermal, subcutaneous and intramuscular injections for therapeutic agents
- ◆ Applies, or assists with application of, durable medical equipment
- ◆ Administers SQ, IM and ID medications as ordered by the provider
- ◆ Administers immunizations
- ◆ Assists with multiple procedures such as: sigmoidoscopy, circumcision, colposcopy, endocervical biopsy, excision of lesions
- ◆ Performs tympanograms, and ear irrigations (with Provider order)
- ◆ Assists eye care, and performs eye patching
- ◆ Performs laceration set-up, wound dressing application and suture/clip removal
- ◆ Performs waived Laboratory Tests
- ◆ Performs Radiology testing
- ◆ Gives approved instructions to patients
- ◆ Covers front desk duties – including; scheduling patient appointments, entering patient information into the database, obtaining managed care referrals and appropriate insurance information
- ◆ Demonstrates clear Knowledge of the Clinic structure, standards, procedures, and protocols.

Reviewed: 2/3/2009

Revised 10/17/01, 10/5/04, 1/10/06

All (10, 8, and floats):

- Rooming patients – including HAC

- Assist with procedures
 - HAC work lists (checking and completing)
 - Phone messages (respond and complete)
 - Schedule patients for outside tests
 - Chart audits
 - Referral process (the part we do in our clinic)
 - Keep schedules accurate and communicate with providers
 - Triage phone calls per matrix or team books
 - *Diabetic nurse visits*: Done on each team by the trained/designated person.
 - *IV and Catheter starts*: LPNs
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10 Hour person: Also the "All" list

- Turn on all computers
 - Open team, rooms and station; make sure rooms are stocked (supplies and linens)
 - Immunization count
 - Check daily schedule and *pre-print* all L & D summaries, ER records, DEMS sheets, whatever will be needed for the days appointments.
 - Check and record refrigerator/freezer log temps and the bump eye wash stations.
 - Fee slips to Lyenda
 - Close down team; computers, counts, rooms, thermometers (clear on Fridays), counter tops and beds wiped down, empty linen, dump ALL urine, check sharps containers.
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8 Hour person: Also the "All" list

- Check with 10 hour person and make sure everything is ready and work together throughout the shift.
 - Update OB program and PCR (if team diabetic designee requests)
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Float Duties: Also the "All" list

- Stock procedure rooms (W/N float = West Proc Room; S/E float = North Proc Room)
- Check and restock your 2 team's Diabetic tool box, Education files, forms books, and Ortho/Derm box.
- Set up for procedures, assist if team requests, clean instruments, wrap, and autoclave. Do not leave soaking over night.
- Fax OB records for your teams (until we can get this process improved)

Reviewed: 10/24/2006, 2/3/2009