EL DORADO COUNTY COMMUNITY HEALTH CENTER

JOB DESCRIPTION

JOB TITLE: Medical Assistant
REPORT TO: Medical Assistant Supervisor or Manager
DIRECT REPORTS: None

JOB SUMMARY: The Medical Assistant will work within the El Dorado Community Health Center team based patient care environment under the general supervision of the Medical Assistant Supervisor, in collaboration with the Medical Director, and with daily schedule managed by the Medical Assistant Supervisor. The Medical Assistant is responsible for providing a variety of patient care activities to assist physicians, nurse practitioners and physician assistants in ensuring that medical care is delivered to all patients in a timely, dignified, and caring manner and within our team based model.

JOB DUTIES AND RESPONSIBILITIES

Medical Assistant may provide services and tasks as allowed in, Business and Professionals Code (BPC) Sections 2069-2071 Title 22 California Code of Regulations (CCR), Section 70217 (m) CCR, and Title 16 (CCR) sections 1366-1366.4. Under the supervision of a licensed physician, and podiatrist, or a physician assistant, nurse practitioner working under a physician's written instructions.

Clinical

1. Prepare the examination room for patients, keeping treatment rooms neat, clean and stocked.

2. Prepares patient for provider visit:
    a. Weigh and measure patients
    b. Take patient vital signs,
    c. Follows CHDP periodicity recommendations for pediatric visits
    d. Obtains patient intake information per center protocols.
    e. Documents data in electronic medical record.

3. Assist provider with procedures and tests as needed.

4. Performs point of care testing as ordered by provider or by protocol.

5. Administer medications and adult or pediatric immunizations as ordered by providers.

6. Assume responsibility for continuity of patient care activities including but not limited to sending out specimens, referring to specialists, calling back patients, making confirmation calls and scheduling appointments as needed.

7. Keep providers apprised of any patient concerns during the time patients are in the clinic.

8. Complete, process and record patient paper and electronic forms as needed: Prior Authorizations, Treatment Authorization, DMV, WIC, school forms etc.

9. Manages “eCW jelly beans” setting up medication refills, following up on lab results, documents, and telephone encounters. Ensures that jelly beans are managed when co-workers or providers are out of the office.

10. Participates as needed during clinic emergencies.

11. Provide routine oral and written patient instruction as directed by the provider.

12. Cleans and sterilize instruments, calibrate and complete quality control

13. Cleans children’s toys in waiting area and treatment areas.

14. Assist in interpreting with Spanish-speaking patients if sufficiently proficient in Spanish.

15. Other duties as assigned.

Community Contribution/Customer Satisfaction

1. Support and contribute to efforts to maintain and improve patient satisfaction in all aspects of health care delivery.
2. Follows company policy regarding professional behavior and work habits.
3. Adheres to confidentiality and HIPPA requirements.

Safety

1. Follow all safety procedures and report unsafe conditions to ensure an injury-free work environment.
2. Use appropriate ergonomic measures to reduce risk of work-related injuries.
3. Utilizes proper body mechanics and Universal precautions

ADDITIONAL DUTIES AND RESPONSIBILITIES OF LEVEL 3 MEDICAL ASSISTANTS

1. Serve as a preceptor for newly hired medical assistants, providing training and ensuring adequate skill competencies. Ability to recognize skill deficiencies, and provide remedial training as required.
2. Provide lead level support to Medical Assistants within the assigned medical work group, acting as a resource by addressing questions. Assists MA’s in communicating with upset patients.
3. Reviews and work team members TE’s, scanning documents, and other support as needed.
4. Proficient in the review of CDSS alerts and support scheduling of needed follow up appointments.
5. Performs duties of a Float Medical Assistant, ensuring coverage of providers as assigned.
6. Maintain strong working knowledge of policies and protocols for both Primary

Care and Specialty Care, ensuring ability to float between departments as assigned.
7. Accurately manage inventory levels, track supply usage, and prepare timely orders to ensure all required materials and equipment are available for efficient operations, as assigned.
8. Ability to assist with Vaccines for Children (VFC) program compliance by monitoring data accuracy, managing inventory, and ensuring proper handling and storage of vaccines in accordance with state and federal guidelines.
9. Perform retinopathy screenings utilizing appropriate diagnostic tools to support timely and accurate patient assessments.
10. Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of:
  - Community clinic or medical office operations.
  - Pertinent federal, state and local laws and regulations regarding issues affecting licensed community clinics, e.g., OSHA requirements.

- Skills in:
  - Oral and written communication; bilingual (English/Spanish) preferred.
  - Organization of work and attention to detail.
  - Using standard medical office equipment and performing standard clinic medical and laboratory tests.
  - Using a computer for word processing, data entry and e-mail.
  - Full scope of practice for a Medical Assistant

- Ability to:
  - Share the EDCCHC mission and work well in a team environment.
  - Develop rapport and work with people of all ages, cultural, religious, social and ethnic backgrounds.
  - Be courteous and utilize professional behavior in all interactions with the public and staff.
  - Maintain a high level of confidentiality of patient information.
  - Appropriately deal with difficult situations
  - Make decisions within certain prescribed limits according to Policies and Procedures.
  - Determine priorities in workload and meet established deadlines.
  - Work in a fast-paced environment with frequent interruptions and maintain a positive disposition at all times.
  - Be flexible in accepting, changing or carrying out assignments.

QUALIFICATIONS

To qualify for this position, an individual must possess any combination equivalent to sufficient experience and/or education that would likely produce the required knowledge, skill, and ability requirements listed above. A typical way to acquire the required qualifications would be:

Experience:

Level 1 and 2:

At minimum one year of experience in a medical office or fast-paced clinic performing medical assisting functions is preferred.

Level 3:
At minimum three years of EDCHC experience performing medical assisting functions.

Education and Certification:

Level 1 and 2:
Completed Medical Assistant Education from an accredited teaching program required. Certified Medical Assistant or Phlebotomist Certificate preferred.
Current CPR Certification preferred.

Level 3:
Completed Medical Assistant Education from an accredited teaching program required.
Certified Medical Assistant preferred.
Current CPR Certification required.

OTHER

Physical Requirements:

Normal health center/interior office environment. See, hear, talk, walk, sit and/or stand for long periods of time, reach, stoop, bend, lift and/or carry up to 50 lb., transfer patients of any weight and may be required to assist patients on to and off of examination table; may be required to assist patients who have a mobility impairment including but not limited to: pushing a wheelchair and assisting patients with crutches or braces, etc. Repetitive hand movement; use and view a computer, operate fax, copier, telephone; read and write English. Significant portions of daily assignment may also involve application of manual skills requiring eye-and-hand coordination in combination of finger dexterity.

FLSA Status: Non-exempt

Note: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential job function.

Salary Range: $ 23.89 - $29.99