



KEDREN COMMUNITY CARE CLINIC

JOB DESCRIPTION

POSITION TITLE:
ASSISTANT, MEDICAL

JOB CLASSIFICATION:
NON-EXEMPT

TITLE OF IMMEDIATE SUPERVISOR:
CLINIC MANAGER/DIRECTOR OF NURSING

DIVISION:
COMMUNITY CARE CLINIC

STATEMENT OF FUNCTIONS:

1.0 Performs routine (noninvasive) patient care functions as described by license health care personnel following established clinical protocols, policies and procedures within defined scope of education, training and responsibilities.

- 1.1 Collects and records patient data including height, weight, BM1, temperature, pulse, respiration rate and blood pressure, pulse oximeter and peak flow measurement according to established policies and procedures.
- 1.2 Applies warm or cold compresses.
- 1.3 Collects urine, sputum and stool specimens by noninvasive techniques.
- 1.4 Administers immunizations and medications per provider's order after a licensed health care professional verifies the correct medication and dosage. Verification of competency is required.
- 1.5 Performs venipuncture to obtain blood specimens.
- 1.6 Performs simple lab tests, including urine pregnancy tests and finger sticks after appropriate training and verification of competency.
- 1.7 Shaves and prepares the patients skins with antiseptic solution and explains the procedure as necessary.
- 1.8 Performs PPD skin test placement after appropriate training and verification of competency. Documents measurement of PPD skin test and reports information directly to the provider or to a registered nurse.
- 1.9 Demonstrates the ability to perform initial health data collection procedures, including vision and audiometric testing.
- 1.10 Handles hazardous waste appropriately.
- 1.11 Changes needle disposal box as needed.
- 1.12 Applies principles of aseptic technique and infection control per policy and procedures.

- 1.13 Consistently uses and reinforces proper body mechanics and appropriate personnel protection equipment.
- 1.14 Provides basic health information and education to patients using established protocols.
- 1.15 Works with patients on self management goal contracts as per disease protocol and provider direction.

2.0 Performs routine clerical functions as assigned (i.e. making appointments, chart management, telephone calls, etc.)

- 2.1 Takes and routes phone calls timely and efficiently.
- 2.2 Schedules routine and follow-up appointments.
- 2.3 Contacts no-show patients, as directed.
- 2.4 Completes routine form and logs and inputs program specific data into computerized system according to established procedure as required.
- 2.5 Operates a computerized patient scheduling system according to organizational policies and procedures. Collaborates with providers to assure appropriate scheduling.
- 2.6 Implements guidelines to properly schedule patients calling in for appointments.
- 2.7 Participates in the follow-up and monitoring of patient care services, including (but not limited) checking medical records for completeness of data, documentation of services, completion and mailing of disability forms, verification of hospital of delivery and mailing of pre-natal records, relaying telephone messages to staff personnel, and directing patients throughout the clinic as needed.
- 2.8 Accurately files all patients' labs, X-ray, EKG results and other documents after the provider has seen and signed off the information.
- 2.9 Maintains a clean, neat and safe environment for office operations. Completes forms for Patient Assistance programs.

2.10 Assist in quality improvement activities as directed.

3.0 Assists medical personnel with procedures and/or diagnostic exams.

3.1 Position and drape patient appropriately.

3.2 Inform the patient which provider will see him/her and approximate time it will take before patient is seen.

3.3 Adjust lighting as necessary.

3.4 Assemble appropriate equipment.

3.5 Assures patient privacy at all times.

3.6 Be available to assist provider as needed.

3.7 Maintains set-up for collection of all cultures and timely transport to the lab.

3.8 Accurately performs visual, hearing testing.*

3.9 Notifies supervisor of repair needs and potential hazards in the work place.

3.10 Keeps patient exam rooms and work areas clean and stocked.

4.0 Documents pertinent patient information, procedures performed and patient responses, following established guidelines.

5.0 A record shall be made in the patient chart or other record of each technical supportive service performed by the medical assistant, indicating clearly- name, title "MA-medical assistant", date and time.

5.1 Documentation, as appropriate, will occur immediately after performing any task.

5.2 Handles requests for information timely and appropriately, make sure that the provider has been aware for such a request.

6.0 Maintains confidentiality at all times.

6.1 Discusses patient information only with appropriate clinic personnel when related to the care being provided. Maintains confidentiality for all documents that contain patient identifier information.

6.2 Information given to a medical assistant about a patient or family member's clinical needs must be reported to the patient's provider.

6.3 Observes and respects confidentiality of information in regards to fellow employees.

7.0 Assists in the maintenance, care and handling of medical equipment.

7.1 Maintains standard of cleanliness, organization and adequate level of supplies for the exam rooms or assigned work area.

7.2 Demonstrates correct and safe technique in the use of equipment according to specific manufacturers' instructions and policy and procedure manual.

7.3 Knows location, purpose and use of all equipment and supplies.

7.4 Ensures that the delivery of services reflects the efficient and effective use of supplies and appropriate utilization of resources.

7.5 Orders supplies as directed, and reports any outdates to the appropriate person.

7.6 After competency training, may perform autoclaving of supplies and instruments following manufacturer's guidelines and established clinic procedures.

7.7 Reports malfunctioning equipment to the manager.

7.8 Follows appropriate procedure for cleaning of equipment.

8.0 Participates in organizational programs/committees as assigned.

8.1 Participates in assigned staff and other meetings, including quality improvement, case conferences and in-service meetings.

8.2 Participates in all safety programs, which may include assignment to an emergency response team.

8.3 Participates in hazardous waste and infection control assignments as required in the health center which may include being designated as an emergency responder to a hazardous substance release or spill; performing infection control data .

collection, evaluation, reporting and follow up as specified in the clinic policy and procedures manual.

8.4 Performs other duties and tasks as may be required or assigned.

9.0 Team work and Interpersonal Skills.

9.1 Consistently demonstrates behavior KCCC's mission.

9.2 Recognizes the needs of others and acts in the best interest of others.

9.3 Demonstrates courtesy, mutual respect and compassion in dealing with others.

9.4 Initiates and presents positive solutions to problems.

9.5 Acknowledges and respects differences when they exist and find ways to communicate more effectively.

9.6 Demonstrates adaptability to changes in a positive and professional manner.

9.7 Maintains positive working relationships and fosters a cooperative work environment.

9.8 Demonstrates effective working relations and works effectively as part of the team to facilitate the organization's ability to meet goals and objectives.

9.9 Demonstrates the willingness to accommodate requirements or changing priorities in the workplace.

10.0 Maintains current knowledge-promotes self development and the advancement of knowledge and skills.

10.1 Attends and participates in weekly/bi-weekly/monthly staff meetings.

10.2 Attends educational programs and shares knowledge with peers.

10.3 Incorporates on the job training into job skills.

10.4 Learns new computer software skills as required.

10.5 Learns to operate equipment or problem solve malfunctions.

11.0 Responsibility and accountability for adherence to organizational and department standards and policy.

- 11.1 Self identifies potentially unsafe systems/processes/ situations and takes initiative to report to the supervisor.
- 11.2 Observes department guidelines to conduct personal business during breaks and lunch hour.
- 11.3 Observes department guidelines to limit personal phone use and does not use the phone for personal out of area calls.
- 11.4 Projects a positive professional image and adheres to organizational dress code.