

**Job Title: *Medical Assistant***

**Summary:**

Provides assistant with various healthcare services following established policies and protocols including but not limited to diagnostics testing and procedures, this includes primary responsibility of the operation of the electronic health records. You also must be able to anticipate physician needs to facilitate the flow of clinic. Good judgement, organizational ability, initiative, attention to detail, and the ability to be self-motivated are especially important. You must be adaptable and versatile since you will be responsible for many tasks. Good attendance is also an important element of this job.

**Duties & Responsibilities:**

* Greets, receives, and prepares patients for appointments/procedures; conducts interviews with the patients, measures vital signs, and records information
* Perform routine laboratory/radiology/diagnostic tests on patients as provided by established protocol
* Removes sutures
* Cast application and removal
* Set up for procedures within the sterile field
* Assist doctors in surgery as needed
* Maintains nursing stations and examination areas in a manner consistent with OSHA standards and Universal Precautions procedures
* Maintains inventory of medical supplies and materials
* Coordinates patient flow
* Prepares timely, legible, and complete documentation of all patient care as provided by the law, regulations, and established policy
* Accurately and thoroughly document medical visits and procedures as they are being performed by the physician, including but not limited to: patient medical history and physical exams, procedures and treatments performed by healthcare professionals, patient education and explanations of risks and benefits, physician-dictated diagnoses, prescriptions and instructions for patient’s or family members for self-care and follow-up, prepare referral letters as directed by the physician
* Ensure that letters are mailed, faxed, or electronically sent daily to all physicians involved in the patient’s care, and with all copies of pertinent reports or tests attached. You may be asked to research contact information for referring physicians, coordinate referrals, prepare operative reports, make phone calls, and other clerical tasks as assigned
* Participates in quality improvement by collecting and organizing data for physician’s quality reporting system and other quality improvement efforts and format for submission
* Participates in continuing education to continually improve skills and abilities and stay abreast of current technologies/practices
* Applies safety principles as identified by established policy
* Exhibits a high degree of courtesy, tact, and poise when interacting with patient’s, families, and other healthcare professionals
* Adjusts to fluctuating peaks in patient flow, acuity, and other operational demands while maintaining quality
* Performs other related duties as assigned by management

**Competencies: To perform the job successfully, an individual should demonstrate the following:**

* Works well independently and in group settings; manages team and individual responsibilities. Exhibits objectively and openness to other views. Gives and welcomes feedback
* Customer Service; manages difficult or emotional customer situations. Responds promptly to customer needs
* Microsoft Office
* Problem Solving; Identifies and resolves problems in a timely manner, gathers and analyzes information skillfully; develops alternative solutions

**Job Requirements:**

* High School Diploma or equivalent
* Understanding of medical terminology, anatomy and physiology, diagnostics procedures, pharmacology, and treatment assessments to the extent required to understand and accurately transcribe dictated reports. Translate medical abbreviations into their expanded forms
* Demonstrated competence in reacting to and handling emergencies
* Able to work collaboratively with multiple health care professionals in a busy and complex environment using tact, diplomacy, and discipline
* Ability to understand and adhere to established policies, procedures, and protocols
* Strong documenting/charting skills
* Ability to effectively communicate with people at all levels and from various backgrounds
* Excellent verbal and written communication skills
* Commitment to excellence and high standards
* Strong organizational, problem-solving, and analytical skills
* Good judgement with the ability to make timely and sound decisions
* **Must comply with HIPAA confidentiality standards when accessing or communicating patient information**
* Bilingual skills a plus
* Ability to manage priorities and workflow
* Versatility, Flexibility and a willingness to work within constantly changing priorities with enthusiasm

**Work Environment:**

* Some travelling to other clinics, sitting and/or standing most of the day. Frequent exposure to bloodborne and airborne pathogens, or infectious materials
* While performing the duties of this job, you are regularly required to stand, sit, walk; use hands to type, write with a pen, reach with hands and arms and talk or hear. Occasionally required to climb or balance and stoop, kneel, crouch, or crawl. You must be able to regularly lift and/or move patients as needed in and out of treatment chairs and to coordinate x-rays

**Position Type and expected Hours of Work:**

This is a full-time position. Days and hours of work vary. Occasional travel to other clinics and events may be necessary. Shifts and schedules can change based on the needs of the clinic.

**Other Duties:**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Signatures:**

This job description has been approved by all levels of management:

**Manager:Date:**

Employee signature below constitutes employees understanding of the requirements, essential functions and duties of this position.

**Employee: Date:**