

Premier Community HealthCare Group, Inc.
Job Description

Job Title: Medical Assistant (MA)
Department: Nursing
Reports To: Office Manager
FLSA Status: Non-Exempt
Prepared Date: 06/2005 **Revised:** 5/2011, 2/2012, 5/2012, 11/2012, 9/2014
Approved By: Nursing Director

SUMMARY: Responsible for performing basic clinical tasks under the supervision of a licensed nurse to prepare and assist Premier Community HealthCare Group (PCHG) practitioners for patient visits.

ESSENTIAL DUTIES AND RESPONSIBILITIES: includes the following, other duties may be assigned.

1. Uphold Clinical Standards of PCHG.
 - a. Adhere to Occupational Safety, Health Administration/Department of Health (OSHA, DOH) and PCHG Safety guidelines.
 - b. Abide by established protocols & performs only those functions for which employee is educationally prepared.
2. Facilitate Patient Visits.
 - a. Obtain reason for visit, vital signs, updated medication list and all required quality measure data as preparation for practitioner encounter. Record all data into the EMR.
 - b. Assist providers as needed for examinations and procedures.
 - c. Perform procedures and treatments as ordered by practitioner and document according to EMR guidelines.
 - d. Complete all orders and document per EMR guidelines.
 - e. Issue patient referrals for all preventative care (non-urgent) as ordered by practitioner per EMR guidelines.
 - f. Review chart for all required data and summarize the visit with the patient prior to their leaving the office.
3. Communication with Patients and Care Team Members (CTM).
 - a. Answer calls to the department; provides response or forwards to appropriate team member.
 - b. Assist as needed for completion of forms and correspondence.
 - c. Answer electronic portal request by patients.
4. Maintain Laboratory.
 - a. Maintain and document daily controls per PCHG Laboratory Policies.
 - b. Perform daily lab testing entry and transmissions per EMR guidelines.
 - c. Perform CLIA waived testing per Laboratory Protocols.
 - d. Perform venipuncture as required for blood collection per Laboratory Policies.
 - e. Collect body function samples (urine, sputum, feces, blood) as ordered and route for lab testing.
5. Maintain Exam Rooms, Equipment and Supplies.
 - a. Keep supplies current, exam rooms & procedure trays stocked. Keep sterilized instruments current and well-supplied.
 - b. Follow autoclave guidelines for sterilization and for upkeep/cleaning of autoclave.
 - c. Handle supplies and equipment with care to avoid unnecessary waste or damage.
 - d. Keeps equipment functioning safely, notify nurse/provider/Office Manager immediately of any situation that might compromise human safety.
 - e. Handle all bio hazardous waste per DOH and OSHA guidelines.
6. Ensure patient confidentiality and EMR security at all times.
 - a. Maintain patient information within HIPAA guidelines.
7. Keep other care team members informed when situations occur that disrupts timely patient flow through site.

8. Consistently participates in and actively adheres to patient care expectations to attain clinical goals set forth in the PCHG Health Care Plans and the Quality Improvement / Quality Assurance (QI/QA)

SUPERVISORY RESPONSIBILITIES: None

GENERAL DEVELOPMENT:

1. Maintains a professional relationship and positive attitude with co-workers, the public, patients and the entire organization.
2. Maintains the highest professional and work ethics.
3. Displays enthusiasm toward the work, mission and vision of the organization.

PROFESSIONAL KNOWLEDGE, SKILLS AND ABILITIES:

1. High School Diploma or GED.
2. Proof of graduation from an accredited Medical Assisting program with the State of Florida.
3. Current Basic Life Support (BLS) certification
4. Basic understanding of medical terminology and documentation.
5. Ability to use basic mathematical skills.
6. Able to perform repetitive tasks.

COMMUNICATIONS SKILLS:

1. Exceptional Customer Service skills.
2. Ability to communicate effectively, verbally and in writing.
3. Excellent grammar, spelling and interpersonal skills.

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Ability to lift 20 lbs. regularly and 30 lbs.-50 lbs. occasionally.
2. Ability to sit for long periods of time.
3. Direct exposure to computer screen.
4. May be exposed to contagious/infectious diseases.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) serving in this position. Employee(s) will be required to follow any other job-related instructions and to perform any job-related duties requested by any person authorized to give instructions or assignments.

I have received and read a copy of my job description and fully understand the requirements.

CARE TEAM MEMBER PRINT NAME

DEPARTMENT

CARE TEAM MEMBER SIGNATURE

DATE

SUPERVISOR'S SIGNATURE

DATE