

MASON CITY CLINIC
Job Description

Job Title: Credentialed Medical Assistant

FLSA Status: Nonexempt

Job Code:

Employee Group: Non-management

Department: Various Departments

General Summary:

Under direct supervision of a physician and following established procedures and precedents, assists physician in conducting patient examinations and providing routine treatments. In doing so, room's patients, obtains patient's vitals, medications, and medical and surgical history and documents information in electronic medical record (EMR). As necessary obtains specimens for testing, conducts select routine laboratory tests, and records results. Responds to routine patient inquiries and telephone calls and relays information to physician. Performs routine patient procedures such as ear washes, EKGs, casting, splinting, wound packing, preparing for and/or providing vaccines, injections, and the like. Contacts personnel throughout the Clinic and hospital when ordering linens and supplies, obtaining patient medical information, and ordering tests or scheduling surgeries. Performs related clerical duties such as completing forms and notes, dictating, completing orders, billing services, compiling patient chart information and so forth.

Principal Duties and Responsibilities:

1. Reviews patient chart information prior to patient visit in order to ensure all testing results are available. Schedules necessary x-rays and/or laboratory tests and processes orders through EMR systems.
2. Upon verification of patient's correct identity, escorts patient to examination room. As specified per physician, obtains patient's vital signs, current medications, past medical and surgical history, and other patient data and documents information in the EMR. Makes patient comfortable while waiting for physician.
3. Prepares patient for specific examination required and assists provider during patient examinations. In doing so, may obtain blood or urine samples for testing, remove bandages, splints, casts or other wound coverings, and other patient-care procedures. Completes necessary forms, such as preadmission testing, test orders, and so forth, with information as directed by the provider.
4. Assists physician with difficult and/or sensitive components of examinations including pap smears, breast exams, rectal exams, sigmoid exams, and the like.
5. Prepares patient for and conducts EKG tests. Submits data to hospital system for permanent storage.
6. Under direction from the physician, performs tests and procedures on patient following established procedures. In doing so, performs ear washes, administers enemas, vaccines, and injections, casting, splinting, packs wounds, and so forth.

Job Description

Credentialed Medical Assistant

7. Assists physician in performing minor procedures in the office such as skin biopsies, hemorrhoid banding, cystos, vasectomies, etc. In doing so, prepares patient for procedure and prepares surgical tray with required instruments, sutures, bandages and other supplies needed for specific procedure.
8. According to established guidelines and protocols, prepares procedure or testing specimens for off-site processing and delivers specimens to appropriate place for processing. Follows established protocols to retrieve specimen reports, updates provider with results, and ensures patient is notified of results.
9. Updates patient information in the EMR including documentation of patient's Primary Care Provider and/or Referring Provider so that courtesy copies are sent appropriately, prepares medications to be electronically ordered by the Physician, cancellation of tests and/or appointments, phone notes, and so forth.
10. According to department protocol, dispenses medical supplies to patients and completes required forms and submits completed forms to appropriate department.
11. Responds to routine patient inquiries and/or telephone calls, confers with physician and documents information in EMR.
12. Ensures examination rooms are stocked with necessary linens and supplies in order to ensure efficient examination of patients. Orders linens and supplies as necessary to keep adequate but minimal inventory on hand.
13. Daily cleans and sterilizes instruments.
14. Contacts various department personnel in order to verify patient chart information, to order additional lab or other tests or schedule surgeries or procedures as directed, and so forth.
15. Ensures patient chart information is prepared prior to patient admission.
16. Maintains patient and clinic confidentiality.
17. Reports risk management concerns and questions to appropriate manager.
18. Performs related clerical duties such as completing forms, documenting phone notes, completing orders, billing services, compiling patient chart information, and so forth.
19. Actively participates in the process improvement initiatives and seeks to identify and resolve issues through teamwork and collaboration.

Knowledge, Skills and Abilities Required:

1. Knowledge of basic medical procedures, routine testing methods, and taking vital signs at a level normally acquired through completion of a medical assistant diploma program.

Job Description - Credentialed Medical Assistant

2. Current credentialing certificate required either as a Certified Medical Assistant (CMA), a Registered Medical Assistant (RMA), National Certified Medical Assistant (NCMA) or Clinic Medical Assistant Certification (CCMA). Must provide proof of Basic Life Support via current card prior to employment or within 30 days of hire and maintains current status. Completes Mandatory Reporting requirement within 6 months of hire and renews this requirement every 3 years.
3. Staff working in the Urology Department are required to complete and pass a colorblind test in order to read the results of urine dip strips.
4. Approximately three to six months of work related experience necessary in order to become competent in obtaining specimens and conducting routine tests, to learn Clinic policies and procedures, and become familiar with ordering tests, charts, and supplies.
5. Interpersonal skills necessary in order to interact with patient when gathering specimens and/or performing routine procedures and to communicate with department and Clinic personnel when exchanging patient related information and ordering tests, chart and the like.
6. Basic analytical skills necessary in order to conduct routine laboratory tests and review results for accuracy, to verify patient information and complete material for medical records charts, to monitor supply levels, and to accurately relay and record phone messages.
7. Ability to concentrate and pay close attention to detail for approximately eighty percent of work time when conducting laboratory tests, completing forms and the like.

Working Conditions:

1. Works in patient care area in which the employee is exposed to contagious diseases, infectious waste, and bodily fluids for approximately fifty percent of work time. *(Depending on the specialty department, the exposure could be more or less than the average noted.)*
2. Potential for injury is limited when proper safety and health precautions are followed.

Reporting Relationships:

Reports to the Nursing Manager and Nursing Supervisor.

The above is intended to describe the general content of and the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

Created: 7/1/2000

Revised: 5/28/2013, 10/2013, 7/2017, 12/2019, 5/2020

WORKING CONDITIONS AND PHYSICAL DEMANDS WORKSHEET

Job Title: Credentialed Medical Assistant

Department: Nursing

Date: 5-2020

1. Physical Activities

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Balancing		X				
Bending				X		
Climbing		X				
Crawling	X					
Crouching		X				
Kneeling		X				
Reading						X
Sitting				X		
Squatting		X				
Standing						X
Stooping	X					
Walking					X	

2. Lifting and/or Pushing and Pulling

Weight	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
0-10 pounds						X
10-20 pounds		X				
20-30 pounds		X				
30-60 pounds		X				
Over 60 pounds		X				

3. Carrying and/or Pushing Pulling

Weight	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
0-10 pounds						X
10-20 pounds		X				
20-30 pounds	X					
30-60 pounds	X					
Over 60 pounds	X					

4. Visual Activity

Level	Yes	No	Comment
Near Vision	X		
Far Vision	X		
Depth Perception	X		
Fine Discriminate Detail		X	
Color Vision	X		Staff working in Urology are required to pass a colorblind test to read results of urine dip strips.
Field of Vision	X		

5. Auditory Activity

Level	Yes	No	Comment
Distinguish Sounds		X	
Distinguish Pitch		X	
Distinguish Tone		X	
Hear Speech	X		

6. Sensory Activity (Touch & Smell)

Level	Yes	No	Comment
Distinguish Hot & Cold	X		
Distinguish Range of Temperature		X	
Distinguish Surfaces	X		
Fine Motor Skills to Grasp	X		
Manual Dexterity	X		
Detect Odors		X	
Distinguish Odors		X	

7. Verbal Activity

Level	Yes	No	Comment
Make Sounds	X		
Form Words	X		
Speak Loudly	X		
Speak Softly	X		

8. Mental Activity

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Performing detailed tasks (bookkeeping, transcribing, charting, etc.)						X
Subjected to interruptions						X
Subjected to changing work priorities						X

9. Hazardous Conditions

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Exposure to marked changes in temperature & humidity	X					
Exposure to electrical shock	X					
Exposure to vapor, fumes & gases		X				
Exposure to radiation	X					
Exposure to infectious disease				X		
Driving automotive equip.		X				
Exposure to weather elements		X				

Updated 5/2020