

Spec. Code: 4547
Occ. Area: 12
Work Area: 442
Prob. Period: 6 mo.
Prom. Line: none
Effective Date: 12/15/08
Last Action: Revised

MEDICAL ASSISTANT

Function of Job

Under direction of medical providers and medical staff, performs a variety of clinical and clerical tasks in an outpatient clinic setting.

Characteristic Duties and Responsibilities

1. performs direct patient care tasks such as the following:
 - a. responds to patient telephone inquiries giving factual information according to the nature of the question; secures patient information about illness and health problems
 - b. greets patients, checks appointment, updates patient information, demographics and insurance cards, and makes sure the patient's medical records are available to the medical providers
 - c. escorts or arranges to have patient escorted to examination or treatment room
 - d. completes and records patients' blood pressure, temperature, pulse, respiration, height, weight, and other data on appropriate medical chart
 - e. discusses with the patient the reason for their visit and records symptoms on the chart
 - f. administers basic tests, such as audio, visual, or lung stress tests
 - g. instructs the patient in certain aspects of health care as directed by the medical staff or medical provider
 - h. relays information to the patient regarding preparation for various types of exams and the location of laboratories, pharmacy, and other treatment areas
 - i. assists medical providers with conducting diagnostic and therapeutic procedures, e.g., drapes patient for exams and treatments, sets up treatment tray to be used in an examination, holds and hands various instruments to the doctor, adjusts lights or treatment tables, procures proper IUD for patient insertion, applies or removes simple bandages or dressings, and removes stitches and/or staples as directed

2. performs indirect patient care tasks such as the following:
 - a. writes, following doctors orders, requisitions of laboratory tests and procedures, such as X-ray, EKG, blood exams, and urinalysis
 - b. dispatches messages to other departments and makes appointments for patients requiring services in other departments or health care facilities, as requested by the medical staff
 - c. collects patients' specimens and returns them to the laboratory for analysis; also provides necessary follow-up work, such as checking on test results
 - d. collects and bags soiled linen in the examining room; sets-up procedure rooms
 - e. cleans and sterilizes equipment and supplies
 - f. receives new supplies from supply source; checks supplies delivered against request for shortages and breakage; records errors or damages detected; places items in proper storage location in supply room; stocks examining rooms, insuring that appropriate medications and supplies are available at all times
 - g. obtains pre-authorizations and referrals
3. performs clerical duties such as the following:
 - a. maintains patient files, medical records treatment records, and laboratory results; completes patient charts as prescribed by medical providers
 - b. maintains records of monetary charges to patients and forwards them to the business office
 - c. compiles periodic statistical reports from records and other data, such as clinic attendance, the number of patients seen by each doctor, and the discharge service analysis
 - d. works with clerical support staff in sending out questionnaires, completing forms and organizing form letters to be sent out
 - e. composes answers to routine request for patient information when the material is immediately available in the record, e.g., extraction of simple phrases and numerical data verbatim from records

MINIMUM ACCEPTABLE QUALIFICATIONS

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. Experience or training from the following categories:
 - (a) one year (12 months) of work experience and/or training which provided knowledge of clinical procedures and training in vital signs and patient prep for exams, sterilization and maintenance of instruments and equipment, and assisting with examinations and minor surgical procedures.
 - OR**
 - (b) graduation from an accredited Medical Assistant program

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Knowledge of basic medical terminology
2. Knowledge of basic first aid principles, methods, and techniques
3. Knowledge of aseptic and sterilization techniques
4. Knowledge of inventory procedures
5. Knowledge of developing medical records and chart
6. Skill in the operation of sterilizing equipment
7. Skill in preparing case histories, reports, and records accurately and according to standard formulas
8. Ability to make decisions based on urgency of the situation and in accordance with work procedures and hospital/clinic policies
9. Ability to follow oral and written instructions
10. Willingness to, and skill in, dealing effectively with patients, hospital staff, and other persons from inside or outside hospital/clinic