

STEAMBOAT MEDICAL GROUP

PRIMARY JOB DESCRIPTION

Job Title: Medical Assistant (RMA or CMA)

Department: Clinical

Reports To: Clinical Team Leader

Employees are held accountable for all duties of this job; however, this job description is not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated with the job. All criteria-based duties and standards within this document will be performed according to established policies, procedures and guidelines within the department and organization.

General Summary: Works under the supervision of the Clinical Team Leader. Provides direct patient care in accordance with established guidelines and standards of practice. Assists the provider in a variety of patient care duties. Performs related clerical duties in accordance with area assigned. Serves as a patient advocate to coordinate patient care with other organizations.

Essential Job Responsibilities:

- Supports the physician in providing comprehensive care to individuals and/or families acting as the patient's advocate, facilitator, and educator in accordance with the clinic's standards of practice.
 - Provides complete assessment, including vital signs, and pre-examination procedures. Gathers and assesses objective and subjective data from the patient.
 - Prepares examination/treatment rooms for provider's use by ensuring that appropriate supplies, equipment and instruments are available and ready on a daily basis. Cleans and stocks exam rooms, sterilizes equipment and disposes of sharps and biohazardous materials.
 - Assists the provider with examinations by anticipating needs for instruments and supplies. (e.g., minor surgery, pelvic examinations, diagnostic procedures, etc.)
 - Works directly with all physicians, understanding each physician's preference. Able to work in the "float nurse" position.
 - Ensures regulatory compliance with OSHA guidelines, CLIA regulations, HIPPA medical privacy guidelines.
 - Excellent computer skills are needed to perform proper documentation in the patient's electronic medical record (EMR). Documents patient histories including immunizations and significant health events, phone triage, lab results, prescriptions, in office procedures, charges, referrals for patient consults and testing, insurance preauthorization and other data and assessments.
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- Communicates professionally with patients providing instructions and information regarding medical care as ordered by the provider and with phone triage. Communicates appropriate and accurate information to physicians and supporting staff.

- Provides excellent customer service skills for interacting with patients, families, and caregivers.
- Continual awareness of overall clinic flow, making sure scheduled patients and Urgent Care patients are seen in a timely manner.
- Administers injectable, and oral medications, including immunizations and allergy injections.
- Performs all in office point of care lab tests to include: CBC, Influenza, Strep, Mono, RSV, Prottime/INR, UA, Glucoscan, and HCG.
- Performs blood draws on patients by venipuncture for labs ordered by the physician. Correctly prepares the lab draw, orders it to correct lab, and documents in the patients EMR. Able to assist others with difficult blood draws.
- Performs all in office procedures: EKG, PFT, Audiogram, Ear irrigation, Holter and Event monitors, Minor surgical procedures, GYN, Visual acuity including FAA vision testing, UDS, BAT, Hair sample testing, Nebulizer treatments, applies orthopedic splinting/ casting, wound care, and other medical regimens and nursing interventions.
- Performs medication reconciliation, compliance, management of refills and new prescriptions. Submits electronically and/or faxes new prescriptions or refill prescriptions according to the provider orders in a timely manner. Records all new prescription and refill information in EMR.
- Recognizes, evaluates, and responds to emergency or unusual situations in the clinic. Provides correct emergency intervention such as O2 therapy, AED, and CPR. Helps with management of emergency situation by following orders from head RN, LPN and or physician.
- Able to work independently on evening shift.
- Performs clerical and office support functions.

Education: High School Diploma
Current Medical Assistant Certification (CMA) or Registration (RMA)

Certification: CPR (BLS)

Performance Requirements:

Knowledge: Broad knowledge base of general nursing practice, knowledge of acute Practice based on skill level, licensure and scope of practice.

Skills: Good history-taking; quick, accurate assessments; strong computer skills: accurate and complete documentation.

Abilities: To relate and communicate well with patients, to physicians, and to staff. Demonstrates self-direction in establishing priorities and working with little supervision. Maintains high level of precision in judgment, accuracy of assessment, and skill in problem solving under stress based on skill level and licensure and scope of practice.

Essential Mental Abilities: Strong organizational skills and the ability to exercise sound judgement. Ability to work and multitask in a busy, fast paced environment.

Equipment Operated: Standard clinical and office equipment.

Work Environment: Combination of medical office and exam rooms. Exposure to communicable diseases, biohazards, and other conditions common in clinic settings.

Mental/Physical Requirements: Critical thinking skills, variety of walking, standing, sitting, bending, twisting, and reaching. Occasional need to lift/carry/move up to 50 pounds of equipment.

Employee Signature

Date

DATE: 5/28/19