Job Title: MEDICAL ASSISTANT – P/T to F/T (20-40 hrs) – RETENTION BONUS!

Department(s): Medical Support

Position Summary: Provides health care support services to patients under direction and responsibility of a provider.

Supervision Received: Clinical Operations Manager or Clinical Operations Director (if LPN)

Supervision Exercised: None

Hours/Week: 20-40 hrs  ☒ Full-Time  ☒ Part-Time  ☐ Exempt  ☒ Non-Exempt

FLSA Definition: 

ESSENTIAL FUNCTIONS:

• Provides health care support services for all patients (adult and pediatric) as established by clinic protocols and community practice standards
• Actively manages quality initiatives in collaboration with provider and Quality staff. Maintains quality assurance logs.
• Screens and prepares patients for exams according to vital sign screening guidelines
• Assists with exams and minor procedures
• Draws lab specimens
• Follows up on lab specimens (calling for results, documentation of results and follow-up directed by medical staff)
• Keeps exam rooms supplied and clean
• Cleans and autoclaves instruments
• Performs EKG’s as ordered by physician
• Administers injections and medications under the direction of a provider
• Operates and maintains clinic lab in absence of lab tech
• Makes appointments with appropriate provider
• Files and maintains provider "in/out boxes"

CORE REQUIREMENTS:

• Works collaboratively and respectfully with staff and others—individually and as part of a team—to achieve optimal efficiency, outcomes and morale
• Interacts in a culturally competent manner with individuals and groups from diverse backgrounds, including but not limited to: socio-economics, race and ethnicity, nationality and religion, both in-clinic and in the community
• Maintains excellent and punctual attendance

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• Attends and actively participates in staff and departmental meetings
• Attends agency functions and meetings as relevant or required
• Works at any or all NHS clinics, as needed
• Uses computer daily including e-mail, word documents, spreadsheets, patient management system, electronic health record, and patient portal, as needed to carry out essential job functions
• Maintains any required licensure/certification
• Demonstrates commitment to agency mission and goals
• Abides by corporate compliance program, HIPAA regulations and other agency policies and procedures
• Participates daily in pre-visit planning and huddles (RN, Provider, Medical Assistant/LPN, Front Desk)
• Utilizes Patient Portal to access patient information and communicate with patients, as relevant
• Plans, organizes, and multitasks
• Speaks, understands, reads and writes English sufficiently to carry out all essential duties
• Performs other duties as assigned

QUALIFICATIONS:
• High school diploma or equivalent
• Graduation from an accredited Medical Assistant or LPN program
• Minimum one year’s experience working as a Medical Assistant or LPN
• Fluency in Spanish and English a plus (oral and written)

Attachments
• Physical and Mental Requirements
• Work Environment