



Job Title: MEDICAL ASSISTANT

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

Supervision Exercised: None

Hours/Week 40 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

- 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, 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 program
- Minimum one year experience working as a Medical Assistant
- Fluency in Spanish and English a plus (oral and written)

Attachments

- Physical and Mental Requirements
- Work Environment