



Medical Assistant 2 Job Description

Reports To:	Team Manager
Direct Reports:	None
Department:	Medical Back Office
FLSA Status:	Non-Exempt
Last Updated:	January 2018
Approved by:	Director of Clinical Operations

Summary: The Medical Assistant II ensures optimum patient care through the efficient rooming of patients, exhibiting solid communication with patients and other staff, performing medical procedures, providing patient education, follow-up care instructions, completing daily documentation, and training other staff.

Areas of Responsibility:

Patient Care

- Independently functions, under supervision, in two or more MA roles on the team including the Flow Coordinator, the support role for the Flow Coordinator and MA trainer
- Rooms patients, obtains and documents vital signs including height, weight, BMI, temperature, respirations and blood pressure
- Collects and documents patient history and current state of health
- Prepares treatment rooms, equipment and supplies in a timely manner to ensure optimum flow
- Provides patient education and follow-up care instructions
- Performs panel management and non-visit tasks as assigned by provider or nurse
- Able to provide advanced Medical Assistant services to obstetric patients
- Able to function as a Medical Assistant at the School Base Health Centers and Mary Isaak Center which includes:
 - Front and Back Office duties and responsibilities including inventory, stocking supplies, and checking on all equipment
 - Outreach to community regarding PHC's services offered

Communication

- Builds relationships with patients, staff and providers to ensure excellent customer service
- Communicates clearly with providers, other staff and patients to promote optimum clinic flow
- Strong verbal and written communication skills with demonstrated ability to communicate clearly and effectively at all levels
- Recommends improvement in processes and practices through the proper channels
- Takes accurate messages and responds appropriately in a timely manner
- Supports and functions as the Flow Coordinator to ensure optimum patient flow
- Communicates with Team Manager on the status of the team and any urgent issues that arise

Medical Procedures

- Follows PHC policies and procedures in accordance with the Medical Assistant II position

- Performs routine screening procedures, such as hearing and vision tests and documents findings
- Performs various medical assistant procedures (including but not limited to): finger sticks for hemoglobin checks; ear washes; nebulizer treatments; urine dipsticks; specimen collection for throat and/or urine cultures; wound cleaning, PPD placement, INR, glucose, HCG, and Hemoglobin A1C
- Administers immunizations and documents in ECW & CAIR

Documentation

- Ensures that all logs, forms, records and charts are complete, thorough and accurate
- Documents freezer and refrigerator temperature and takes appropriate action to maintain correct temperatures
- Practices standard safety precautions, to ensure safety to self, other staff, and patients including handling of contained waste and sharps, and cleaning the Ultrasound machine and EKG Machine

Training

- Trains staff on patient care procedures and clinical practice updates

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education/Experience:

- Satisfactory completion of an accredited medical assistant program in California, or documented equivalent training in a physician's office (at minimum, training must conform to the state's program of California Medical Assistant Regulations BPC 1366.1-1366.4)
- Minimum one year of Medical Assistant experience

Desired Skills:

- Competency in electronic medical record data entry
- Sensitivity to the needs and situations of multi-cultural populations from a variety of income levels
- Meets and is capable of exceeding standards of job descriptions
- Frequently contributes to the improvement of the teams and organization
- An energetic and creative individual with high standards and an appropriate professional image
- Proven ability to handle multiple projects and meet deadlines
- Versatility, flexibility and willingness to work within an ambiguous, fast-paced environment
- Demonstrated resourcefulness in providing solutions and setting priorities
- Effective interpersonal skills to work effectively with all levels within the health center

Licenses and Certifications:

- Current Medical Assistant Certification from an accredited organization is required
- State MA Certification preferred, but not required. If certified, must be current and maintain competency
- Injection certifications and/or competency
- Must have current BLS certification
- Candidate must be able to successfully meet PHC's credentialing and privileging requirements

Language Skills: Ability to communicate effectively in English and Spanish with children and adults in person, on the telephone, and in writing. Ability to effectively present information and respond to questions and request from patients, co-workers, and others as necessary.

Mathematical Skills: Ability to add, subtract, multiply, divide in all units of measure, using whole numbers, common fractions and decimals.

Reasoning Ability: Ability to recognize problems, collect data and establish facts.

Computer Skills: High level of computer literacy and proficient in MS Office (Word, Excel and Outlook), electronic medical records and web applications.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Movement within health center complex environment repeatedly throughout the day
- Ability to write by hand, use phone, use computer keyboard and mouse extensively to perform general office functions
- Manual wrist and finger dexterity and wrist-finger speed sufficient to perform repetitive actions for extended periods of time
- Ability to effectively communicate by hearing continuously and speech in a manner which can be understood by a diverse population
- Ability to give and follow verbal and written instructions with attention to detail and accuracy
- Must have visual acuity near and far (20 inches to 20 feet), depth perception, field of vision, ability to focus on an object, ability to identify and distinguish colors
- Ability to sit or stand for extended periods of time (minimum periods of one (1) hour at a time)
- Ability to frequently walk, bend, squat, stoop, kneel, twist, crouch, and climb with the use of a step stool
- Ability to grasp, hold and pick up and reach with hands and arms
- Ability to frequently lift and or move up to fifteen (15) pounds
- Ability to occasionally lift and carry up to thirty-five (35) pounds (periodic lifting of supplies or equipment)
- Ability to coordinate multiple tasks simultaneously
- Ability to travel to and from other health center sites and community locations

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee is regularly exposed to Health Center areas and general office environment. The work environment is a clean, well-lit, well-ventilated, and temperature controlled environment. The noise level in the work environment is usually moderate. The hours of duty are lengthy and irregular.

Acknowledgment: This job description in no way states or implies that these are the only duties to be performed by the employee incumbent in this position. The Employee may be required to follow any other job-related instructions and to perform any other job-related duties requested. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship.

Employee Name

Employee Signature

Date

Manager Name

Manager Signature

Date