

**JOB DESCRIPTION**

**POSITION TITLE:** Medical Assistant (Tier 1, 2 or 3) **REPORTS TO:**  Nursing Department Manager / Ferndale Clinic Supervisor

**DEPARTMENT:** Nursing **EMPLOYMENT STATUS:** Non-Exempt, Hourly

**LOCATION:** Bellingham & Ferndale

**JOB PURPOSE:**

Under the supervision of the Nursing Department Manager (Bellingham) or Ferndale Clinic Supervisor (Ferndale), the Medical Assistant assists in daily patient management. The Medical Assistant is part of a multidisciplinary patient care team providing and coordinating medical care in an outpatient setting following a patient-centered, primary care model. UCNW manages patient care using a team-based approach in our interactions with patients and working to achieve stated objectives and outcomes.

**JOB DIMENSIONS:**

Must demonstrate communication skills, problem-solving skills, a strong knowledge in nursing practices and procedures and have a “team” concept attitude. Primarily, but not limited to, Monday through Friday workweek, occasional Saturdays (unless hired specifically for Saturday coverage) and holidays. Works closely with a multidisciplinary team consisting of, at a minimum, medical provider(s), LPN(s), RN Care Manager(s), Behavioral Health Consultant(s) and other MA(s).

**JOB QUALIFICATIONS:**

**Education:** Completion of a Medical Assistant Program at an accredited institution.

**Certification and Licensure:**

* Current WA State Department of Health Medical Assistant-Certified credential required.
* Current CPR & BLS certification required.
* Eligible for or current American Association of Medical Assistants (AAMA) required.

**Experience:** At least two (2) years experience with outpatient clinic responsibilities is preferred.

**Specialized Skills & Knowledge:** Must demonstrate excellent communication, customer service and problem solving skills in a demanding fast paced environment with constant public contact, frequent interruptions, and occasional crisis situations. Strong knowledge of medical equipment, nursing procedures, documentation and patient education. Must be competent in general office skills such as computers (electronic medical records & Microsoft Office products), faxes, telephones, and copy machines. Must have proficient keyboarding skills and be able to input patient data quickly and accurately. Must be able to organize and prioritize work load. Must maintain an effective and positive professional working relationship with staff and patients at all times and have a team concept attitude. Must have the ability to understand and respond effectively and with sensitivity to special population groups served by UCNW. Special populations groups include those defined by race, ethnicity, language, age, sex, sexual orientation, economic standing, & others.

**Blood-Borne Pathogens Exposure:** Category: I

This position’s roles and functions in our team-based model include:

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| **JOB DUTIES AND RESPONSIBILITIES** | **JOB PERFORMANCE STANDARDS** |
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| **Communication:** | 1. Asks for direction when unsure of job expectation. |
|  | 1. Makes suggestions and addresses concerns in a constructive manner. |
|  | 1. Utilizes appropriate channels of communication in problem-solving and conflict resolution. |
|  | 1. Communicates effectively and courteously to all UCNW staff. |
| **Organization & Time Mgmt.:** | 1. Does not allow personal issues to interfere with workload; keeps social interaction with other staff to a minimum. |
|  | 1. Takes and returns from breaks and lunch times in a timely manner. |
|  | 1. Maintains a clean, orderly and professional work area. |
|  | 1. Seeks out appropriate uses of time during non-busy periods. |
| **Safety/CQI:** | 1. Ensures safe work environment and promotes accident prevention. |
|  | 1. Utilizes cause for concern form to identify situations that have an impact on care delivery, safety or customer service. |
| **Work Ethic:** | 1. Consistently demonstrates strict adherence to policies and procedures. |
|  | 1. Takes responsibility for own actions and seeks to correct any mistakes. |
|  | 1. Consistently reports to work on date and time scheduled. |
|  | 1. Self-initiates and follows through on assignments in a timely manner. |
| **Team Contribution:** | 1. Participates in and supports team meetings, activities, and/or problem solving. |
|  | 1. Promotes positive team work and cohesiveness between all staff. |
|  | 1. Provides constructive and creative recommendations for improvements in own area of responsibility or the clinics system as a whole. |
|  | 1. Acts as a resource, communicates appropriate knowledge, skills and conduct. |
| **Service Excellence:** | 1. Maintains a high level of quality, accuracy and neatness in work performed. |
|  | 1. Remains calm and tactful during stressful situations, emergencies and confrontations. |
|  | 1. Prioritizes customer service and customer satisfaction. |
|  | 1. Demonstrates an awareness of and commitment to the goals and mission of UCNW. |
| **Professionalism:** | 1. Maintains appropriate personal boundaries with clients. |
|  | 1. Accepts supervision and criticism in a constructive manner. |
|  | 1. Maintains professional appearance appropriate for position. |
|  | 1. Maintains organizational and patient confidentiality. |
|  | 1. Demonstrates an ability to adapt to change. |
| **Job Specific Duties**  **Tier 1:** | 1. Prepares and maintains exam rooms, laboratory area and lavatory with supplies before the start of the day, at the end of the day and as needed throughout the day. |
|  | 1. Rooms and prepares patients for exams including chief complaint, vital signs and information or set up anticipated for the type of appointment, initiates medication reconciliation process, carries out standing orders when appropriate. |
|  | 1. Completes tasks associated with chronic disease management, symptom presentation, and protocol button alert in the rooming process:  * Blood glucose test for patients with diabetes; * Peak flow, pulse oximetry for asthma exacerbation, COPD, pre- and post nebulizer treatment; * Urine dip for women with symptoms of urinary tract infection; * Rapid strep test for sore throat. |
|  | 1. Maintains patient privacy in the rooming process. |
|  | 1. Provides assistance with patient exams and medical procedures. |
|  | 1. Performs laboratory, diagnostic and therapeutic procedures listed on MA skills checklist. |
|  | 1. Ensures lab specimens are properly labeled, recorded, and sent to the appropriate outside laboratory. |
|  | 1. Provides medication administration and instruction to patients on the use of medications as directed by the provider. |
|  | 1. Provides telephone refilling of medications as directed by the provider. |
|  | 1. Provides instruction on home care, patient education and gives general health information and/or follow-up instruction as directed by a provider. |
|  | 1. Informs patient of normal test result and follow-up instruction, either by phone or by letter, as directed by the provider. |
|  | 1. Schedules patient diagnostic imaging appointments following clinic procedure. Instructs patient on prep, if needed; check-in time; and confirms imaging facility. |
|  | 1. Provides liaison between front desk, float provider, and health care team members to ensure timely and orderly flow throughout the clinic. |
|  | 1. Manages patient expectation (e.g. wait time, service delay) through communication and documentation of the same. |
|  | 1. Documents accurately and concisely within the electronic medical record (EMR), including using two patient identifiers (name & date of birth), using flags when appropriate. Communicates the patient status accurately in verbal and written reports to the appropriate health care provider(s). |
|  | 1. Maintains proficiency in EMR use as well as other modes of communication including Spark instant messaging, e-mail, and the SharePoint intranet system. |
|  | 1. Follows established procedures for opening and closing the clinic each day. |
|  | 1. Attends staff, clinic, POD and in-service meetings. |
|  | 1. Demonstrates awareness of and actively strives to achieve UCNW quality performance measure goals/performance metrics. Actively participates in POD/care team initiatives. |
|  | 1. Remains knowledgeable of payor sources that may affect patient care and knowledgeable of assistance programs and community resources available to UCNW patients. |
|  | 1. Demonstrates awareness of and access to community resources, including other services offered at UCNW (Behavioral Health, Dental, Ryan White, etc) |
|  | 1. Assists with covering co-worker breaks & lunches when requested. |
|  | 1. Responds to complex clinical & interpersonal situations professionally. |
|  | 1. Potential for other duties as role expands and as assigned. |
| **Tier 2:** | 1. All job duties and responsibilities listed in Tier 1. |
|  | 1. Anticipates provider & patient needs prior and during visits. |
|  | 1. Follows disease specific protocol management |
|  | 1. Uses reports to identify and respond to panel needs. |
|  | 1. Maintains supply of hard copy documents & resources (forms, handouts, etc). |
|  | 1. Performs clinic support tasks as assigned: sterile instrument management, autoclave testing. |
|  | 1. Manages complex clinical & interpersonal situations professionally. |
| **Tier 3:** | 1. All job duties and responsibilities listed in Tier 2. |
|  | 1. Coordinates care team coverage for breaks, lunches and absences. |
|  | 1. Responsible for reviewing immunization inventory and needs. |
|  | 1. Coordinates recall for care team. |
|  | 1. Serves as change agent in POD/care team improvement initiatives. |
|  | 1. Participates in organizational committees (Safety, PCMH, EMR, Nursing sub-committee for workflow initiative, etc) |
|  | 1. Tests new EMR workflows and gives assessment based on clinic need as opposed to individual practice. |
|  | 1. May order supplies, as assigned by supervisor. |
|  | 1. Orients and trains new staff members. |
|  | 1. Creates, updates and communicates nursing staff schedule that ensures appropriate ratio of nursing staff to medical provider as directed by supervisor. |
|  | 1. Demonstrates ability to view job-related issues within the context of the clinic as a whole. |

**PHYSICAL, SENSORY, ENVIRONMENTAL QUALIFICATIONS:**

In a typical day, this job involves the activities listed below. Indicate the frequency of performance of each activity by placing a check mark (✓) in the appropriate column.

R = rarely *(less than 0.5 hour per day)*

O = occasionally *(0.5 to 2.5 hours per day)*

F = frequently *(2.5 to 5.5 hours per day)*

C = continually *(5.5 to 8 hours per day)*

NA = not applicable

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| **Physical Activity** | **R** | **O** | **F** | C | **NA** | **Describe any job duty which requires repetition or a unique application of the activity.** |
| Sitting |  |  | ✓ |  |  |  |
| Stationary standing |  |  | ✓ |  |  |  |
| Walking |  |  |  | ✓ |  |  |
| Ability to be mobile |  |  |  | ✓ |  |  |
| Crouching (bend at knee) |  | ✓ |  |  |  |  |
| Kneeling/crawling | ✓ |  |  |  |  |  |
| Stooping (bend at waist) |  |  | ✓ |  |  |  |
| Twisting (knees/waist/neck) |  |  | ✓ |  |  |  |
| Turning/Pivoting |  |  | ✓ |  |  |  |
| Climbing | ✓ |  |  |  |  |  |
| Balancing | ✓ |  |  |  |  |  |
| Reaching overhead |  | ✓ |  |  |  |  |
| Reaching extension |  |  |  | ✓ |  |  |
| Grasping |  |  |  | ✓ |  |  |
| Pinching |  |  |  | ✓ |  |  |
| Pushing/Pulling: |  |  | ✓ |  |  |  |
| Typical weight:  Circle the appropriate weight in pounds  1-10 **11-20** 21-30 31-40  41-60 61-80 81-100 >100 |  |  |  |  |  |  |
| Maximum weight:  Circle the appropriate weight in pounds  1-10 11-20 **21-30** 31-40  41-60 61-80 81-100 >100 |  |  |  |  |  |  |
| Lifting/Carrying: |  |  |  |  |  |  |
| Typical weight:  Circle the appropriate weight in pounds  1-10 **11-20** 21-30 31-40  41-60 61-80 81-100 >100 |  |  |  |  |  |  |
| Maximum weight:  Circle the appropriate weight in pounds  1-10 11-20 **21-30** 31-40  41-60 61-80 81-100 >100 |  |  |  |  |  |  |
| Other physical activities |  |  |  |  |  |  |
|  |  |  |  |  |  |  |
| **Sensory Activities** | **R** | **O** | **F** | **C** | **NA** | **Describe any job duty which requires repetition or a unique application of the activity.** |
| Talking in person |  |  |  | ✓ |  |  |
| Talking on telephone |  |  | ✓ |  |  |  |
| Hearing in person |  |  |  | ✓ |  |  |
| Hearing on telephone |  |  | ✓ |  |  |  |
| Vision for close work |  |  |  | ✓ |  |  |
| Other sensory requirements |  |  |  |  |  |  |

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| **Environmental Factors** | **SPECIFY** |
| Safety requirement:  -clothing  -required safety equipment  -activities performed | Gloves, mask, safety glasses, protective gown. |
| Exposures:  -fumes  -chemicals  -blood or other bodily fluids  -cold/heat  -dust | Handling of sharp instruments/needles, exposure to blood and bodily fluids on regular basis |
| Operation of equipment, vehicles or tools | N/A |
| Required infection control standards | Review policy. |
| Other environmental factors | N/A |

I, the undersigned, acknowledge that I have read the above job description and agree that it defines the position as it currently exists. The undersigned also understand that the above is intended to describe the general content of and requirements for performance of this job. It is not to be considered as an exhaustive statement of duties, responsibilities, or requirements and does not limit the assignment of additional duties at the discretion of the supervisor.

**Employee Signature: Date:**

**Supervisor Signature: Date:**