



GOODLAND REGIONAL MEDICAL CENTER **JOB DESCRIPTION**

JOB TITLE: CLINIC MEDICAL ASSISTANT

RESPONSIBLE TO: CLINIC PRACTICE ADMINISTRATOR

JOB SUMMARY & SKILLS NECESSARY: Provides patient care in the clinic setting that meets the psychological, physical, and general aspects of medical care; meets the communication needs of patients & families; provides care that reflects compassion, responsibility, and initiative consistent with professional expectations of the position. Care is normally provided under the direction of a physician, nurse practitioner, or physician assistant. Demonstrates behavior that is compliant with office & medical practices, procedures, and standards, and communicates effectively with medical providers and co-workers about patient's conditions, symptoms, and test results.

ESSENTIAL JOB FUNCTIONS: (8 items below to be part of all job descriptions)

1. Demonstrates behaviors consistent with organizational mission & goals.
2. Demonstrates practices to keep all medical information confidential.
3. Demonstrates behaviors that promote positive patient/staff relations.
4. Reports for work as scheduled; arrives for work on time.
5. Demonstrates proper safety practices in carrying out job duties.
6. Appearance is appropriate to job duties; wears identification on duty.
7. Demonstrates appropriate job competencies
8. Complies with organizational policies in course of duties.
9. Provides direct patient care under provider supervision, evaluates outcomes, and consults with other health care team members as required.
10. Ability to assist providers with routine exams & treatments for all aspects of the general patient population of the clinic
11. Advises providers of patient complaints in a prompt, professional manner.
12. Provides patient care services in keeping with standard of care for patient's age.
13. Provides patient care in a safe, efficient atmosphere at all times.
14. Demonstrates knowledge of human growth & development during patient visits.
15. Maintains medical & surgical sepsis during treatments & special procedures.
16. Demonstrates ability to position & prep patients for office procedures.
17. Communicates effectively with providers and co-workers as a medical assistant.
18. Ability to assist medical providers with procedures & perform other essential job functions as required in meeting patient care needs.
19. Treats all patients & families with respect & dignity; identifies & addresses their needs in daily interactions.

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20. Interacts professionally with patient & family in terms of patient education.
21. Maintains infection control standards for exam rooms: cleans, disinfects, and changes linen as required.
22. Maintains office instruments; knowledge of sterilization techniques & indicators for necessary sterilization.
23. Maintains documentation via electronic medical records system or as needed.
24. Adheres to office policies & procedures, objectives, performance improvement plans.
25. Maintains a safe, comfortable, therapeutic patient environment at all times.
26. Answers phone calls in a professional manner, directs calls appropriately, refers patient concerns to provider as needed
27. Ensures an adequate stock of supplies daily for provider office & exam rooms.
28. Assists with cost containment in terms of ordering & conserving supplies & equipment.
29. Demonstrates ability to be flexible, organized, and functional under stressful situations.
30. Response to patient is appropriate all types of encounters.
31. Performs all other duties as assigned within scope of practice for a clinic medical assistant.

POSITION QUALIFICATIONS:

Minimum Education: Must have completed an accredited Medical Assistant training program with certification as a Medical Assistant preferred. Will consider other applicants with parallel experience in other clinical professions.

Minimum Experience: Would prefer 1-2 years experience, but will consider new graduates.

Certification or Registration if required: Certification as a Medical Assistant is preferred for position.

PHYSICAL DEMANDS: (Please indicate appropriate code for each from those below)

Stand: (F)
Walk: (F)
Sit: (O)
Squat/Kneel: (O)
Bend: (O)

Lift/Carry:
0-10 pounds: (F)
10-20 pounds: (F)
20-50 pounds: (O)
50-100 pounds (O)
100 + pounds: (N)

Push/Pull
10-25 pounds: (F)
25-50 pounds: (F)
50-100 pounds: (O)
100 + pounds: (N)

****Reasonable accommodations may be made to enable individuals with disabilities to perform the position accountabilities without compromising patient care or departmental efficiency. However, should it be determined that the employee cannot meet the position accountabilities with or without accommodation, it is the right of GRMC to release the individual under Kansas "Employment at Will" doctrine****

Working conditions: Clinical office setting with considerable standing, walking, & moving from one area to another in course of daily medical assistant duties. Exposure to unpleasant patient elements frequently in course of duties. Must be able to lift at least 25-50 pounds with possible pushing/pulling of similar weight. In such instances, staff are strongly urged to obtain assistance in patient lifting with mechanical lifts or by paging hospital "Lift Team" to appropriate location.

Professional Requirements: Adhere to policies, procedures, and maintains patient confidentiality at all times; attends annual in-services & reviews as required; attends departmental meetings on a regular basis; represents GRMC in a positive, professional manner on the job, electronically, and throughout the community; participates in quality activities for clinic, complies with all hospital policies regarding ethical business practices; and strives to meet the mission & core values of the medical center.

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Acknowledgement:

I hereby acknowledge that I have received a copy of this position description and that I have both read and understand its contents. I hereby accept responsibility for fulfilling position expectations. I also acknowledge that the Administration or governing body of GRMC may modify the requirements of this job or eliminate it at any time, if deemed necessary. I acknowledge that this position description is representative of overall job requirements but not necessarily comprehensive in its description of all aspects of the job, and I agree that other duties not explicitly mentioned herein may nevertheless be reasonable job expectations on the part of Goodland Regional Medical Center.

Employee Name: _____ Date: _____

Supervisor's Name & Title: _____ Date: _____

Human Resources Signature: _____ Date: _____