



# **GOODLAND REGIONAL MEDICAL CENTER**

## **JOB DESCRIPTION**

**JOB TITLE:** Clinic Medical Assistant

**RESPONSIBLE TO:** Clinic Administrator

**JOB SUMMARY & SKILLS NECESSARY:** Responsible for patient care under the supervision of a physician or non-physician practitioner in collaboration with the clinic administrator and specialty clinic coordinator. Provides patient care in the clinic setting. Applies skills that are professional, caring, and courteous always. Maintains regulatory requirements and clinic policies, procedures & standards. Communicates with medical providers and co-workers in an effective, efficient manner regarding patient conditions, test results, and diagnostic studies. Ability to communicate concisely and clearly is important. Essential is the ability to provide excellent customer service to patients, patients' family members, healthcare providers, medical staff offices, and peers.

### **ESSENTIAL JOB FUNCTIONS:**

The following description of job responsibility and standards is intended to reflect the major responsibilities and duties of the job but is not intended to describe minor duties and other responsibilities as may be assigned. All are essential job functions according to ADA guidelines.

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. Comes to work as scheduled; arrives for work on time and is ready to perform duties when shift begins.
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, objectives, performance improvement, confidentiality, safety, and infection control standards in course of duties.
9. Demonstrates ability to safely assist patients with transfer, lifting, or rendering aid on the facility campus.
10. Accepts responsibility for information contained in the employee files within SQSS.
11. Obtains patient consent for care and obtains, verifies and documents health history, information on chief complaint, vital signs and health risk factors. Gathers and provides pertinent information for the clinic providers.
12. Collects and handles specimens for laboratory analysis, including but not limited to: CLIA waived testing, urine, throat, vaginal, stool and sputum.
13. Responsible for prior authorization of medications and/or procedures for providers.
14. Assists with rooming of patients.
15. Adjusts care processes as indicated by provider orders.

16. Performs appropriate screenings under provider supervision for patients of diverse ages and their families based on current standards of care.
17. Utilizes appropriate pain management techniques, and relays information to patient/family regarding pain management.
18. Creates a care environment that optimizes patient safety and reduces likelihood of medical errors.
19. Demonstrates knowledge of human growth and development for patients of all ages.
20. Identifies needs of patients & families.
21. Communicates appropriately to medical providers, patients, and families.
22. Administers medications and treatments as directed. Assists other healthcare professionals in performing exams, diagnostic procedures and treatments and minor medical procedures, monitors and documents treatment progress and patient response to level of licensure maintaining aseptic technique.
23. Documents assessments, interventions, patient/family responses and medications dispensed/prescribed and test results in the medical record. May take verbal orders from providers and input them into the EMR following proper procedure incident to physician.
24. Treats patients and families with respect and dignity and interacts professionally with everyone while performing duties.
25. Meets documentation standards electronically or as otherwise required.
26. Maintains working knowledge of medications and their administration based upon age of patient and their medical condition.
27. Answers phone calls in a professional manner, refers patient problems to medical providers, and assists with patient appointments as may be necessary.
28. Ensures adequate stock of supplies and equipment daily and assists with cost containment through proper ordering and conservation of supplies.
29. Always manages and operates equipment safely. Identifies needed instrument and equipment maintenance, identifying problems and coordination of appropriate repairs.
30. Maintains quality control methods.
31. Promotes wellness by providing patient education materials and communicating physician instructions.
32. Tracks quality assurance data and refers for acute and chronic care management per provider orders.
33. Adaptability to situations involving the interpretation of feelings, ideas, or facts in terms of personal viewpoint.
34. Adaptability to influencing people in their opinions, attitudes, or judgments about ideas or things.
35. Adaptability to making generalizations, evaluations, or decisions based on sensory or judgmental criteria.
36. Adaptability to making generalizations, evaluations or decisions based on measurable or verifiable criteria.
37. Adaptability to dealing with people beyond giving and receiving instructions.
38. Adaptability to performing under stress when confronted with emergency, critical, unusual, or dangerous situations; or situations in which working speed and sustained attention are make-or break aspects of the job.
39. Adaptability to performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure
40. Adaptability to maintain both a high standard of courtesy and cooperation in dealing with coworkers, patients and visitors, and satisfactory job performance despite the stress of a medical work environment.

41. Consults other departments and outside resources to facilitate an interdisciplinary approach to patient care.
42. Responsible for understanding clinic and hospital policies and communicating such to patients and families.
43. Scribes may assist the physician throughout clinic to increase efficiency and productivity of the physician they are working for. The primary duties include performing all clerical and information technology functions for the physician, including operation of the electronic medical record by accurately and thoroughly documenting medical visits and procedures as they are being performed by the physician i.e. medical history, physical exam, procedures and treatments, patient education, diagnosis, prescriptions, orders, etc. Must comply with standards and the legal/ethical requirements for preparing medical documents and for maintaining patient confidentiality.
44. Fosters positive public relations for the organization, internally and externally with all customers.
45. Establishes a customer friendly environment that treats patients and families with respect and dignity and reflects positively on GRMC's mission, vision, and values.
46. Maintains a good working relationship with staff, medical providers, and all hospital service areas.
47. Participation in in-service training as well as other opportunities for professional development as assigned by GRMC management.
48. Performs all other duties as may be assigned by management staff.

**POSITION QUALIFICATIONS:**

**Minimum Education:** High school diploma or general equivalency diploma (GED), recent experience working in a medical facility/office in a medical assisting or equivalent role. Medical Assistant diploma or certification as a Medical Assistant preferred. Current BLS or CPR certification.

**Minimum Experience:** One (1) year experience, clinic experience preferred. Will provide on the job training on a case-by-case basis.

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

<b>Stand:</b>	Frequently	<b>Lift/Carry:</b>		<b>Push/Pull:</b>	
<b>Walk:</b>	Frequently	0-10 pounds:	Frequently	10-25 pounds:	Frequently
<b>Sit:</b>	Occasionally	10-20 pounds:	Frequently	25-50 pounds:	Frequently
<b>Squat/Kneel:</b>	Occasionally	20-50 pounds:	Occasionally	50-100 pounds:	Occasionally
<b>Bend:</b>	Occasionally	50-100 pounds:	Occasionally	100+ pounds:	Rarely
		100+ pounds:	Rarely		

**\*\*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:** Clinic nursing with exposure to a wide variety of unpleasant patient elements in course of daily duties. Involves being on one's feet a great deal, considerable walking to & from patient encounters, assisting patients in with medical needs as ordered by provider. May be required to lift 25-50 pounds and/or

carry a similar amount of weight in certain situations; requires repetitive movements such as simple & firm grasping and fine manipulation of course of job duties.

**Professional Requirements:** Maintains licensure and adheres to policies, procedures, and maintains patient confidentiality at all times; attends annual in-services and reviews as required; attends departmental meetings on a regular basis; represents GRMC in a positive, professional manner on the job, electronically, in the community; participates in quality activities, complies with all hospital policies regarding ethical business practices; communicates the mission statement & core values of GRMC both on & off the job.

**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.

**I have received, read, and understand this job description for my position at GRMC.**

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Human Resource Signature: \_\_\_\_\_ Date: \_\_\_\_\_