



Goodland Regional Medical Center

Job Description

Job Title:	Specialty Clinic Medical Assistant/ LPN
Classification:	Non-Exempt/Hourly
Reports To:	Specialty Clinic Coordinator
Position Type:	Full-Time
Hours Worked/Shift:	Monday – Friday
Date Last Reviewed:	August 3, 2023

Summary: 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. The 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 Functions:

1. 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.
2. Collects and handles specimens for laboratory analysis, including but not limited to: CLIA waived testing, urine, throat, vaginal, stool and sputum.
3. Responsible for prior authorization of medications and/or procedures for providers.
4. Assists with rooming of patients.
5. Adjusts care processes as indicated by provider orders.
6. Performs appropriate screenings under provider supervision for patients of diverse ages and their families based on current standards of care.
7. Utilizes appropriate pain management techniques, and relays information to patient/family regarding pain management.
8. Creates a care environment that optimizes patient safety and reduces likelihood of medical errors.
9. Demonstrates knowledge of human growth and development for patients of all ages.
10. Communicates appropriately to medical providers, patients, and families.
11. 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.
12. 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.
13. Treats patients and families with respect and dignity and interacts professionally with everyone while performing duties.
14. Meets documentation standards electronically or as otherwise required.
15. Maintains working knowledge of medications and their administration based upon age of patient and their medical condition.

16. Answers phone calls in a professional manner, refers patient problems to medical providers, and assists with patient appointments as may be necessary.
17. Ensures adequate stock of supplies and equipment daily and assists with cost containment through proper ordering and conservation of supplies.
18. Identifies needed instrument and equipment maintenance, identifying problems and coordination of appropriate repairs.
19. Promotes wellness by providing patient education materials and communicating physician instructions.
20. Tracks quality assurance data and refers for acute and chronic care management per provider orders.
21. Adaptability to situations involving the interpretation of feelings, ideas, or facts in terms of personal viewpoint.
22. Adaptability to dealing with people beyond giving and receiving instructions.
23. 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.
24. Adaptability to performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.
25. 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.
26. Consults other departments and outside resources to facilitate an interdisciplinary approach to patient care.
27. Responsible for understanding clinic and hospital policies and communicating such to patients and families.
28. 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.
29. Fosters positive public relations for the organization, internally and externally with all customers.
30. Establishes a customer friendly environment that treats patients and families with respect and dignity and reflects positively on GRMC's mission, vision, and values.
31. Maintains a good working relationship with staff, medical providers, and all hospital service areas.
32. Performs all other duties as may be assigned by management staff.

Competencies:

1. Knowledge of medical terminology.
2. Effective oral and written communication skills.
3. Demonstrated customer-first attitude and philosophy.
4. Ability to learn computer and application skills as applicable to role.
5. Ability to interact with and work around people.
6. Ability to make judgments in demanding situations.
7. Ability to react to frequent changes in duties and volume of work.
8. Ability to listen empathetically.
9. Ability to manage multiple concurrent activities.

Position Qualifications:

Minimum Education:

High school diploma or general equivalency diploma (GED).

Minimum Experience:

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

Certifications/Licensures:

Current BLS or CPR certification. Medical Assistant diploma or certification as a Medical Assistant preferred, or Active LPN license in the State of Kansas.

Working Environment:

Clinic nursing with exposure to a wide variety of unpleasant patient elements in the 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.

Physical Demands: **

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

Professional Requirements:

Adheres to policies, procedures, and always maintains confidentiality. Attends annual in-services completes annual education in a timely manner. Represents GRMC in a positive, professional manner on the job, electronically and in the community. Complies with all hospital policies regarding ethical business practices; communicates the mission statement & core values of GRMC both on and 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: _____