

## Job Description

Job Title: **MEDICAL ASSISTANT (MA)**

Department: CLINICAL

Reports to: CLINICAL SUPERVISOR AND CLINICAL MANAGER

Prepared Date: 2020

### Summary

Provides general nursing care to patients by performing the following duties.

### Duties and Responsibilities

Essential Duties and Responsibilities include the following (other duties may be assigned):

- Maintains confidentiality of patients, providers and coworkers
- Does patient intakes and prepares the patients for the providers
- Enters patients' medical information into EMR system for providers
- Scribes medical information into EMR system for providers
- Explains procedures and treatments to patients to gain permission, understanding, and allay apprehension
- Prepares equipment and aids providers during treatment and examination of patients
- Maintains awareness of comfort and safety needs of patients
- Responds to life saving situations based upon nursing standards, policies, procedures and protocol
- Initiates a patient education plan according to the individualized needs of the patients, as prescribed by the providers
- Prepares rooms, sterilizes instruments, equipment and restocks supplies
- Assists in surgery using sterile technique
- Participates in department quality improvement activities

### Supervisory Responsibilities

This job has no supervisory responsibilities.

### Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Technical Skills – Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others

(job description – MA, continued)

Customer Service – Manages difficult or emotional patient situations; Responds promptly to patient needs; Solicits patient feedback to improve service; Responds to requests for service and assistance; Meets commitments

Interpersonal Skills – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things

Oral Communication – Speaks clearly and persuasively in positive or negative situations; Listens and get clarification; Responds well to questions; Participates in meetings

Written Communication – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed

Judgment – Displays willingness to make decisions; Exhibits sound and accurate judgment

Professionalism – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments

Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality

Quantity – Meets productivity standards; Completes work in timely manner

Safety and Security – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly

Adaptability – Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change, delays, or unexpected events

Attendance/Punctuality – Is consistently at work and on time; Ensures work responsibilities are covered when absent

Dependability – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan

Initiative – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities;

Innovation – Displays original thinking and creativity; Meets challenges with resourcefulness

(job description – MA, continued)

### 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Education and/or Experience:

One-year certificate from college or technical school

### Certificates, Licenses, Registrations:

Medical Assistant Diploma

### 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.

While performing the duties of this job, the employee is regularly required to stand, walk, use hands and fingers to handle or feel, reach with hands and arms, and talk and hear. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

### Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.