

Families First Health and Support Center

Medical Assistant

Job Summary

Assists the providers, nurses and other health center staff in the delivery of minor health care support. Facilitates patient flow within the health center.

Families First is recognized as a Patient-Centered Medical Home and thus emphasizes a team-based approach to care. This position is an active member of the care team and proactively coordinates care for patients, and supports patients, families and caregivers in self-management, self-efficacy and behavior change. She/he is trained in effective communication to assess and manage the health needs with all segments of the practice population, particularly the vulnerable populations, and is involved in the practice's performance evaluation and quality improvement activities. Families First supports each member of the team being trained to meet the highest level of function allowed by state law.

Education/Skill Requirements

High school graduate with certification in medical assisting and one year experience in a medical setting. Strong clinical and organizational skills required, with knowledge of medical terminology and medical test procedures. Ability to work accurately and efficiently with health center staff in a fast-paced environment.

Job Reports to: Nurse Manager

Position Status: Hourly, Non-Exempt

Job Responsibilities

1. **Financial:** Follows established control systems to assure financial data capture is in compliance with agency policies and procedures and other contract requirements. Documents activities for billing purposes.
2. **Direct Service Delivery:**
 - a. Stocks exam rooms with forms, supplies and patient education materials.
 - b. Sterilizes equipment and tests for quality assurance.
 - c. Performs hearing and vision screenings.
 - d. Takes measurements and vital signs.
 - e. Draws blood, tests blood and urine and performs other lab functions as directed.
 - f. Show patients into exam rooms.
 - g. Answers prescription phone line
 - h. Reviews provider schedule at beginning of each session to plan visits. Obtains relevant test reports, consult reports, hospital reports, ER reports, etc. to assist providers and assure comprehensive patient care.
3. **Administrative:** As a participant in the primary care team, works with providers, the Clinical Director, other nurses, social worker, nutritionist and health educators to provide comprehensive care to patients. Assists with quality improvement measures. Attends clinical and administrative staff meetings. Assists providers in maintaining timely patient visit schedules.
4. **Community Relations:** Represents Families First favorably at community meetings. Generates good will for Families First by providing high quality services and maintaining positive relationships with other social service and health care providers.

Individuals must possess the knowledge, skills and abilities listed or be able to explain and demonstrate that s/he can perform the essential functions of the job, with or without reasonable accommodation, using some

other combination of skills and abilities and to possess the necessary physical requirements with or without the aid of mechanical devices to safely perform the essential functions of the job.

1. Ability to deliver patient care in a manner that is appropriate to the patient's age, physical ability and intellectual development.
2. Ability to maintain patient confidentiality in compliance with Families First Confidentiality Statement.
3. Ability to adhere to infection control policies and procedures.
4. Physical requirements include ability to extend hand(s) and arm(s) in any direction; pick, pinch, type or otherwise work primarily with fingers; stand for sustained periods of time and move about on foot to accomplish tasks; raise objects from a lower to higher position or move objects horizontally from position to position; apply pressure to an object with fingertips; sustain substantial movement of wrists, hands and/or fingertips; exert up to 20 pounds of force and lift, carry, push, pull or otherwise move objects.
5. Ability to express or exchange ideas by means of spoken and/or written word.
6. Ability to interact effectively with people of varied educational, socioeconomic and ethnic backgrounds, skill levels and value systems.
7. Ability to work with frequent interruptions, respond appropriately to unexpected situations and endure periods of heavy workload and/or stress.
8. Ability to transport self to and from off-site locations.
9. Visual acuity sufficient for work which deals with computer terminal operations, extensive reading and visual inspection.

OSHA Category

Family Practice Category I: Jobs that routinely involve exposure to blood, bodily fluids, or tissues

Acknowledgement

I have received a copy of my job description. I understand that it is my responsibility to read it and to meet the requirements outlined at all times. If I have any questions regarding the information I have read or the interpretation of any requirements, I will bring them to the attention of my supervisor. I understand that I will be held responsible for all information contained in my job description.

Signature: _____ Date: _____