

**JOB TITLE: MEDICAL ASSISTANT II**  
**Department: Medical**  
**Reports To: Floor Nurse Supervisor/Nurse Manager**  
**FLSA Status: Non-Exempt**



## **DRESS CODE**

This position is required to wear scrubs, lab jacket and Personal Protective Equipment (PPE) as uniform.

## **SUMMARY**

Assist the medical provider with appointments and procedures. Responsible for the care and maintenance of medical instruments and equipment. Responsible for verifying and administering vaccinations within the medical scope of practice.

## **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.*

## **REQUIREMENTS**

- Successful completion of Medical software systems training
- Assist assigned Medical Provider with appointments and procedures.
- Rotation of opening and closing responsibilities.
- Proficiency in utilizing office equipment.
- Cross train for both Clinical and Technical Medical Assistant functions.
- Employees with front and back office experience will occasionally assist with scheduling, check in/out, scanning and other front office clerical related duties.
- Maintain superior level of customer service when dealing with patients, vendors and co-workers.

## **JOB PERFORMANCE**

- Record vital signs, patient histories/stories, subjective complaints and demographics in EMR as needed.
- Prepare patient for examination; explain procedures and treatments to patient as indicated.
- Obtain triage information from walk in patients/telephone calls per WMHC guideline and route to Floor Nurse Supervisor/Nurse Manager and/or Provider for patient instruction (IE: refer to ED or schedule internal appointment).
- Perform lab work as required.

Initials: \_\_\_\_\_

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- Prepare and track external lab cases.
- Administer injections; explain medication, dosage and possible side effects to the patient.
- Provide patient with educational material as directed.
- Document developmental information on infants and children as observed/informed by care provider/s.
- Provide patient with required forms and documents; ensure they are complete and accurate.
- Ensure patient documentation in EMR is complete and accurate.
- Collect, maintain and record patient data for tracking systems, quality control audits and special programs as required.
- Complete low risk patient outreach calls post hospitalizations, ED/UC visits as instructed by Clinical Case Manager or Floor Nurse Supervisor/Nurse Manager.
- Assist with inventory and ordering of medical supplies as directed.
- Clean, sterilize and lubricate medical instruments.
- Process and complete all request for advanced imaging pre-authorization.
- Schedule/coordinate internal appointments for new and established patients based on provider availability and scheduling protocols.
- Answer phones and direct callers to appropriate party.
- Answer questions and provide information within the limits of medical practice policies.
- Create, process, and complete patient messages and tasks via EMR. Ensure that all messages/tasks are processed daily.
- Answer and address voicemail messages in accordance with office protocols.
- Send correspondence to patients, specialists, vendors etc. via standard mail and facsimile.
- Assist with processing and sorting incoming mail and facsimile correspondence.
- Scan external documents and reports to appropriate patient record/s.

### **SCHOOLING, EXPERIENCE, CERTIFICATION/S and/or LICENSURE/S**

- High School Diploma.
- Completion of Medical Assistant Training.
- Medical Assistant Certification obtained through AAMA (American Association of Medical Assistants)
- Knowledge of EMR.
- BLS Certification
- AED Certification.
- Act 131: Child Abuse Training.
- Hepatitis B Vaccination.
- Bi/Multi lingual preferred.

### **LANGUAGE SKILLS**

Ability to read and interpret documents such as operating and maintenance instructions, and policy/procedure manuals. Ability to speak effectively before groups of customers.

Initials: \_\_\_\_\_

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**REASONING ABILITY**

Ability to apply common sense understanding to carry out instructions furnished in written and oral format. Ability to deal with problems involving variables in standardized situations.

**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 sit, talk and hear. The employee frequently is required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand and walk. Specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee must occasionally lift and/or move up to 50 pounds.

**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.

**WORK CONDITIONS**

There may be exposure to airborne and blood-borne pathogens and hazardous materials.

**ORGANIZATIONAL INVOLVEMENT**

This position is required to participate in one (1) organizational event per calendar year. Attendance at "All staff" meetings is required and mandatory.

**SUPERVISORY RESPONSIBILITIES**

This position has no supervisory responsibilities.

**AUTHORITY BOUNDRIES**

This position reports to the Floor Nurse Supervisor/Nurse Manager for daily supervision. In the absence of the Floor Nurse Supervisor/Nurse Manager, this position will report to the Lead CMA. The Floor Nurse Supervisor/Nurse Manager will triage matters to the CQO who will triage matters to the appropriate personnel.

Initials: \_\_\_\_\_

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## EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

Welsh Mountain Health Centers (WMHC) provides equal employment opportunities (EEO) to all employees and applicants without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. WMHC complies with applicable state and local laws governing nondiscrimination in employment in every location in which the organization has facilities. The policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation and training.

## CONFIDENTIALITY STATEMENT

Welsh Mountain Health Center employees will safeguard all confidential information and take reasonable measures to assure that information is used, accessed, modified, destroyed or disclosed only in an authorized fashion and in accordance with health center policies and procedures. Unauthorized access, use, modification or disclosure of confidential information is strictly prohibited and could result in disciplinary action. This applies to information in electronic as well as hard copy and/or printed formats.

Confidential information includes, but is not limited to

- Patient health care, financial and demographic data.
- Employment records, including compensation and performance data.
- Proprietary business information relating to the governance and operation of WMHC.
- Data protected by governmental, statute or regulations, such as HIV, mental health, drug or alcohol records.

User ID's and passwords assigned to gain access to WMHC's information systems are the equivalent of a legal signature. Users will be accountable for all work done under their designated user ID and password.

## EMBRACING EXCELLENCE

1. **PROFESSIONALISM** - Whether directly or indirectly, I will work to support the delivery of an excellent experience to everyone served by the organization (customers and colleagues alike).
2. **ACCOUNTABILITY** - I will accept responsibility for the quality of care I provide, as well as how I represent the organization. I accept my individual and team responsibilities as we meet our commitments.
3. **RESPECTFUL COMMUNICATION** - I will communicate openly, honestly and without judgement while honoring each individual's uniqueness and assuming the best of those with whom I interact.

Initials: \_\_\_\_\_

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- 4. **TEAMWORK** - We are members of a diverse interdisciplinary team working together to meet a common goal. I will work in a cooperative and coordinated manner to fulfill our mission, vision and values.
- 5. **RESPECT** – I will honor diversity and individual dignity for the needs, talents and differences of others.

WMHC provides comprehensive, high quality primary health care to our patients regardless of ability to pay. As a Federally Qualified Health Center (FQHC) we provide health care to all member of our community, including low income, indigent and uninsured patients who may not otherwise be able to afford health care via traditional sources. We screen potential employees to ensure alignment with our core requirements followed by the requisite positional skills set. In doing so we need staff committed to this mission who do their best to live and work the characteristics of our core values as we strive to care for an ever-increasing amount of members of the communities we serve.

**CORE VALUES**

The Health Centers Mission, Vision and Value statements will guide every employee’s daily actions as well as provide the core expectations for our Standards of Behavior.

- Mission Statement
  - “To provide person focused, barrier free, quality healthcare to all”
- Vision Statement
  - A healthy community supported by accessible, equitable and compassionate integrated care.
- Values:
  - Compassion
  - Quality
  - Sustainability

**SIGNATURE**

This job description does not imply that these are the only duties performed. Employees occupying the position will be required to follow any other related instructions and to perform any other job related duties requested by their immediate supervisor. Employee signature below constitutes understanding of the requirements, essential functions and responsibilities of the position as well as the WMHC Standards of Conduct.

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

Witness: \_\_\_\_\_ Date: \_\_\_\_\_

Initials: \_\_\_\_\_