



<b>Job Title:</b>	Medical Assistant (MA)
<b>Reports To:</b>	Nursing Manager
<b>FLSA Status:</b>	Non-Exempt
<b>Days/Hours of Work</b>	A typical workweek is Monday – Friday, working an eight hour day with an unpaid meal break; as determined by the assigned clinic site hours. This position may be required to work flexible hours, overtime and rotational weekends.
<b>Location</b>	Escambia Community Clinics, Inc. dba Community Health Northwest Florida (“CHNWF”)

## Position Announcement

### JOB PURPOSE

The Medical Assistant (MA) position is responsible for direct clinical care of assigned patients under the supervision of the Nursing Manager, Clinical Director, Physician and/or other Health Care Provider. This requires contribution to the provision of quality clinical care through practices that support and achieve positive outcomes in patient care.

### ESSENTIAL FUNCTIONS (May include the following)

1. Work directly with the assigned provider/physician or support team, following provider directives and supporting team members;
2. Monitor provider’s schedule and manage “same day” appointments;
3. Prepare provider for scheduled appointments to include but not limited to labs, ancillary test results, consultation reports, Florida Shots Immunizations Registry, etc. through visit planning or huddle sheets;
4. Maintain log-ins to secure sites (i.e. hospital and insurance portals, Florida Shots);
5. Collect and prepare lab specimens and requisitions;
6. Complete process for appropriate discharge of patient to include, but not limited to, providing patient education (providing to patient written care plan and clinical summaries of relevant visits), providing appropriate referrals to Health Center’s ancillary support programs such as prescription assistance, social services, mental health, laboratory, x-ray, women’s health and/or case management;
7. Document all required Continued Quality Improvement (CQI) data in the patients Electronic Medical Record (EMR) and request all necessary documentation to include but not limited to: smoking, PAP Smear, Mammogram, Colonoscopies/Screenings, Immunizations, Dexa scans and health surveys, etc.;
8. Updates patient prescription and allergy lists to ensure they are accurate and up to date;

9. Conducts Spirometry, EKG, Finger Stick, etc., testing as ordered and necessary;
10. Collaborate with other health care providers and provides education and/or instruction to patients and/or significant others (in accordance to HIPAA requirements);
11. Initiates or assists in clinic codes and CPR as required;
12. Participates in clinic educational programs and/or committees as requested;
13. Performs direct patient care, assessment and documentation in accordance with CHNWF procedures and protocols;
14. Demonstrates proficiency in the operation of medical equipment related to patient care;
15. Remains abreast of current practices and trends as they relate to patient care;
16. Follows Universal Precautions and OSHA guidelines;
17. Collects laboratory specimens, performs blood glucose monitoring, obtains specimens and performs CLIA waived testing within scope of practice and in accordance with written (EMR) orders;
18. Participates in product evaluations and submits reports and recommendations, when appropriate;
19. Provides an environment conducive to safety for patients, visitors and staff;
20. Support operations of clinic where needed and as assigned by the Nurse Manager;
21. Adheres to all ECC policies and procedures (to include but not limited to Attendance, Dress Policy, Paid Time Off, HIPAA, etc.);
22. Maintains, keeps up-to-date and provides documentation of current Medical Assistant certifications, CPR, and negative PPD status;
23. Conducts oneself at all times in a professional, pleasant and customer focused manner;
24. Performs other tasks as may be assigned to maintain the continued functioning of the organization.

## **SUPERVISION**

Not Applicable

## **OTHER DUTIES**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

## **MINIMUM REQUIREMENTS**

- Graduate from an accredited Medical Assistant Program;
- Current certification appropriate to FL state Medical Assistants;
- Current BLS for Health Care Providers.

## **PREFERRED EDUCATION AND EXPERIENCE**

- Minimum one-year previous medical assistant experience;
- Demonstrated success in customer service or working with the general public, preferably in a medical care facility;
- Two professional references from current/former supervisors preferred.

#### **OTHER ELIGIBILITY QUALIFICATIONS**

- Volunteer work;
- Other health services certifications and/or licenses.

#### **PROFESSIONAL ATTRIBUTES**

- Commitment to providing high quality healthcare to patients in underserved communities;
- Flexibility;
- Unquestioned integrity;
- Ability to work effectively in a team environment;
- An orientation and commitment to deadlines and details;
- Decisive and exercises good judgment under pressure;
- Ability to manage a diverse and demanding workload;
- Ability to work in a fast-paced environment;
- Must have the demonstrated ability to deal with highly confidential information.

#### **KNOWLEDGE, SKILLS AND ABILITIES**

- Working knowledge and experience of the care and treatment of patients and procedures that apply to a Medical Assistant professional;
- Able to independently seek out resources and work collaboratively;
- Able to communicate clearly with patients, families, visitors, healthcare team, physicians, administrators, leadership and others; able to teach patients and families in accordance with the documented plan of care;
- Able to use sensory and cognitive functions to process and prioritize information, treatment, and follow-up;
- Able to record activities and document interventions;
- Able to use computer and learn new software programs required to perform the essential functions of the position;
- Proficient oral and written communication skills;
- Ability to handle difficult situations tactfully;
- Communicates with co-workers and various contacts in a courteous and professional manner;
- Must be dependable;
- Must be able to remain calm during busy times and be able to function efficiently under stress;
- Demonstrates and applies organization and time management skills;
- Pleasant, courteous and respectful mannerism and displays professional attitude on the telephone and with patients and co-workers.

#### **WORKING ENVIRONMENT**

- This job performs in a community health clinic environment which means it is a fast paced clinic environment with diverse and sometimes difficult patients;
- May receive direction from the Licensed Practical Nurse (LPN);
- Hours of work as assigned and in accordance with clinic policy and need, this may require working overtime hours, holidays and weekends to ensure the continued and effective operation of the clinic;
- There is exposure to blood, body tissue, and fluids with occasional exposure to hazardous and infectious disease(s);
- Continuous exposure to latex, plastic and/or materials which are used for personal protective equipment;
- Requires prolonged standing, walking and sitting;

- May require working at other CHNWF service delivery site;
- Requires the flexibility and willingness to provide coverage for other clinic team members as needed;
- Requires rotational weekend coverage and back up for Urgent Care as assigned by the Nurse Manager.

## PHYSICAL REQUIREMENTS

- Ability to move freely (standing, stooping, walking, bending, pushing and pulling) and lift up to a maximum of fifty (50) pounds without assistance;
- Sitting, standing and walking more than 80% of the time;
- Ability to bend and reach throughout the day to provide patient care.

## EXPECTATIONS AND COMPETENCIES

**Behave ethically:** Understand ethical behavior and business practices and ensure own behavior and the behavior of others are consistent with these standards and align with the values of the organization.

**Build Relationships:** Establish and maintain positive working relationships with others both internally and externally to achieve the goals of the organization.

**Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.

**Focus on Client Needs:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.

**Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.

**Make Decisions:** Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.

**Organization:** Set priorities, develop a work schedule, monitor progress towards goals, and track details/data/information/activities.

**Plan:** Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.

**Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve problem.

## AT- WILL EMPLOYMENT

CHNWF is an At-Will employer. This means that either you or CHNWF can end your employment relationship at any time, for any reason, or no reason, not prohibited by law unless you have signed a written employment contract as agreed to by the Chief Executive Officer of CHNWF.