



Position Title: Medical Assistant

Statement of Duties

Duffy Health Center is a patient-centered medical home, and every role requires functioning effectively using a team-based approach. Position is responsible for preparing patients for appointments with medical providers. Work includes, checking vital signs, collecting specimens for testing, performing initial health screening/assessments, performing routine tests, updating health and medical information, coordinating prescription call-ins to pharmacies for doctors, scheduling appointments and providing general information and assistance. This position is deemed essential* in the DHC Emergency Operations Plan.

Position Functions

The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to the position.

1. Interviews patients to obtain medical information and measure their vital signs, weight, and height.
2. Updates medical records such as vital statistics, health information, and test results in electronic medical records system.
3. Collects laboratory specimens, logs the specimens into system and prepares for testing.
4. Provides prescription information to pharmacies.
5. Operates electrocardiogram (EKG), and other equipment to administer routine diagnostic tests.
6. Prepares and maintains cleanliness of treatment rooms for each patient examination; keeps treatment room stocked with supplies.
7. Schedules appointments for patients; contacts medical facilities or departments to schedule patients for tests and/or admission.
8. Performs general office duties such as answering telephones, getting wet-reads from hospital and completing insurance forms.
9. Cross-trains for front desk and phone duties.
10. Responsible to maintain a steady pace of appointment for providers.



11. Inventories and maintains supplies monthly, including sample drugs.

12. Participates in regular continuing education to stay abreast of practices and trends.

Supervision

Work is performed under the general supervision of the Practice Manager. The employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently, with specific instruction. The supervisor provides additional, specific instruction for new, difficult or unusual assignments. The employee is expected to refer unusual situations to the supervisor for further instruction. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress.

Employee has access to confidential medical information of patients.

Job Environment

Numerous standardized practices, procedures, or general instructions govern the work and in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline. The work consists of a variety of duties which generally follow standardized practices, procedures, regulations or guidelines. The sequence of work and/or the procedures followed vary according to the nature of the transaction and/or the information involved, or sought, in a particular situation.

Errors could result in delay or loss of service, or improper patient care.

The position has constant contact with patients and co-workers in person, via email and on the phone. The purpose for contact is to conduct medical assessments, provide patient care, and give or receive information and assistance.

Recommended Minimum Qualifications

Physical and Mental Requirements

Employee works in a healthcare center and is required to walk, stand, talk/listen and use hands more than 2/3rd of the time; and sit and reach up to 2/3rd of the time. Employee occasionally lifts up to 10 lbs., and seldom lifts up to 30lbs. Normal vision is required for the position. Equipment operated includes office machines, medical equipment, and computers. Employee may be exposed to radiation, biohazards, and hostile individuals and/or situations.

Requirements under the DHC Emergency Operations Plan

During a declared Emergency, staff deemed as Essential Personnel are expected to work onsite at Duffy Health Center and Non-Essential Personnel are expected to work



remotely. This position is Essential and therefore this position may be expected to work onsite during a declared emergency.

Education and Experience

A candidate for this position must have a High School diploma or equivalent, and advanced training (certification), with at least two (2) years of experience in an internal medicine office setting; or an equivalent combination of education and experience.

Knowledge, Skills and Abilities

A candidate for this position should have:

Knowledge of:

- Medical office practices and procedures
- Medical terminology
- Electronic Medical Records systems
- HIPAA regulations.

Skill in:

- Compassionate patient care, including thorough health screening and testing of vital statistics (blood pressure, pulse, height, weight, etc.)

And ability to:

- Effectively plan and prioritize work
- Handle multiple priorities simultaneously in a timely manner
- Work effectively under a high volume of patient interaction
- Interact effectively and appropriately with a diverse population, including homeless and drug addicted patients
- Maintain confidentiality of information
- Commit to the philosophy and mission of Duffy Health Center which serves the homeless and at-risk population, and to the team-based approach as part of PCMH.

Essential*

*Employees designated as “essential,” a standard Incident Command term used in Emergency Management, typically work on-site to provide direct clinical care or management of such.

Non-essential*

*Employees designated as “non-essential,” a standard Incident Command term used in Emergency Management, typically work off-site remotely to provide either clinical or administrative support to clinical operations.