

MEDICAL ASSISTANT

DEFINITION

Under supervision, provides a variety of technical and administrative medical support services in an outpatient setting. Maintains regulatory requirements, nursing and office policies, procedures and standards; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Incumbents in this classification assist physicians and other health professionals in patient care activities in accordance with established policies and protocols and within the scope of practice set forth in the Business and Professions Code, Medical Practice Act.

REPORTS TO

Higher level management or supervisory staff

EXAMPLES OF DUTIES

The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all the duties listed.

- Obtains and records patient information such as patient height, weight, vital signs, and basic information about presenting and previous conditions; as authorized, provides information and instructions to patients
- Assists staff and clients in completing paperwork related to services received, such as medication consent
- Establish and maintain a variety of case notes, client records, health histories and other required documentation
- Completes forms, records and reports; files and retrieves documents
- May answer phones, schedule appointments, greet patients, manage wait lists and perform related front-office duties
- Administers medications by intramuscular, subcutaneous and/or intradermal injection; administers, or observes self-administration of, oral and/or topical medications
- Collects blood, urine, and sputum specimens and preserves for testing; conducts basic in-office laboratory testing
- Prepares patients for and assists licensed personnel in examinations and procedures; performs basic non-invasive procedures; may assist with or perform non-invasive tests which do not require licensure
- Assists in patient ambulation and transfer; escorts patients to examination rooms
- Schedule and check in medication appointments

- Process medication refills including reviewing the chart to ensure accuracy, documentation is current and patients have seen a provider within the appropriate amount of time
- Submits medication refill requests to the treating physician for approval and transmittal to the pharmacy
- Assists health professionals and clients with completing reports and correspondence and appointments by various means including phone and telehealth
- Prepares and stocks examination rooms and treatment areas; maintains orderliness and cleanliness
- Follows laws, regulations, policies and procedures relating to scope of practice, sterile technique, safety, and security.

ESSENTIAL QUALIFICATIONS

Knowledge of:

- Medical office practices, procedures and techniques, including venipuncture, skin puncture, injections and sterile technique
- Basic medical and/or behavioral health terminology
- Basic anatomy and physiology
- Purposes and objectives of public health organizations
- Patient care, addiction treatment, and mental health disorders
- The problems, needs, attitudes and behavior patterns of physically, socially, educationally or economically disadvantaged or disabled persons

Ability to:

- Understand and apply laws, regulations, procedures and protocols
- Perform venipunctures, skin punctures and injections with speed, accuracy and minimal discomfort to patients
- Accurately obtain, record and provide patient data and instructions
- Communicate clearly, both verbally and in writing with a diverse population of staff, patients and the public
- Establish and maintain effective working relationships
- Understand and accept differences in attitudes toward health problems resulting from medical, cultural, financial or other reasons.

TYPICAL PHYSICAL REQUIREMENTS

Incumbents must possess and maintain sufficient strength and the agility to:

- Assist in patient ambulation and transfers.
- Prepares, stock, and maintains clean examination rooms and other responsibilities requiring repeated standing and walking; frequent pushing/pulling and bending/squatting; and occasional medical equipment operation.
- Lift 30 lbs. or less.
- Administer injections/draw blood; and other duties requiring constant holding, reaching, grasping, writing and need for repetitive motion.

TYPICAL WORKING CONDITIONS

- Incumbents will be required to have, or obtain, and maintain a valid CPR certificate.
- Incumbents must be willing and able to work with persons infected with communicable diseases and to collect samples of human fluids and wastes including blood, sputum, and urine.

TRAINING AND EXPERIENCE: *Any combination of training which would likely provide the required knowledge and experience is qualifying. A typical way to obtain the required knowledge and abilities would be:*

Education

High School Diploma or equivalent

Experience

Completion of a Medical Assistant or Psychiatric Technician certificate program, in which, the major is designed to provide the skills necessary to succeed in an entry-level position.

Certificate program must involve internship, clinical rotation, and/or practical experience working in a physician's office, hospital, clinic or other appropriate locations.