



Position Description

Position Title: Medical Assistant Credentialed Certified Medical Assistant/CMA	Department: Clinical
Date Issued: 4/2016 (wouldn't date issued be from the beginning rather than revised)	Reports To: Manager
Date Revised:	Supervises: N/A

Heart of Ohio Family Health Center Mission Statement

Heart of Ohio Family Health's mission is to provide high-quality, holistic & sensitive care to meet the healthcare needs of our community, where we honor every person with loving service.

Vision Statement

We are inextricably tied to the heartbeat of our communities and our advocacy will extend to making the entire neighborhood we serve safer places where all families can lead happy, healthy and productive lives. We are change agents. We want to be known as award winning exceptional care providers. We are passionate professional care...for life. We are about exceptional medical care delivered by true professionals, but done professionally, with a sense of real compassion and celebration of diverse cultures & languages.

Job Summary

In accordance with the Mission and Vision statement the medical assistant will function within the State of Ohio scope of practice to administer direct care to patients, functioning under the direction of the provider or registered nurse, following all policies and procedures of Heart of Ohio Family Health Center.

Job Qualifications (Knowledge, Skills, and Abilities)

- Education: Graduate of medical assistant program.
- Certification: Medical Assistant Certification/CMA preferred or required to obtain within 90 days of hire.
- Experience: One-two year's medical assisting experience preferred.
- Effective Communication Skills
- Current BLS/CPR, and must maintain current certifications.
- Exceptional customer service skills
- Must be able to work as a team member
- Demonstrate skills and abilities in clinical and administrative areas including phlebotomy, office lab testing, patient care, injection, vitals, EKG.
- Ability to work with limited supervision and to make decisions based on established policies and procedures
- Basic computer skills required, previous experience with EMR preferred
- Ability to travel to additional HOFHC sites, the primary work site will be where colleague starts the day.

Essential Responsibilities

- Supports the HOFHC mission and vision statements holding self and others accountable and role modeling excellence for all to see. For example: demonstrates friendliness and courtesy, effective communication creates a professional environment and provides first class service.
- Meets population specific and all other competencies according to department requirements.
- Promotes a Culture of Safety by adhering to policy, procedures, and plans that are in place to prevent workplace injury, violence or adverse outcome to associates and patients.
- Relationship-based care: Creates a caring and healing environment that keeps the patient and family at the center of care throughout their experience at HOFHC following mission and vision.
- Screens, refers, routes and places phone calls
- Prepares patient charts for appointment: files results of tests, procedures and ensures chart completeness
- Documents patient care observations and activities according to professional standards and procedures.
- Request previous medical records

- Prepares and organizes departments: inspects exam rooms for cleanliness and equipment for condition.
- Stock supplies as needed
- Attends required in-service training
- Maintains continuing education units as appropriate
- Greets and escorts patient to exam room
- Measures and records vital signs
- Records patient interview and history
- Provides approved patient education materials upon the direction of provider or RN
- Prepares patient for examinations, routine screening tests, and procedures
- Assist the provider or RN with procedures as needed.
- Performs phlebotomy and obtains lab specimens as ordered
- Performs point of care testing as ordered
- Prepares and administers medication (no IV medications) based on written provider order
- Changes dressings as ordered
- Removes staples/sutures as ordered
- Assist in emergency situations under the direction of the provider
- Abides by all federal mandates
- Maintains patient confidentiality and abides by all HIPAA guidelines

Other Job Responsibilities

- Travel to other HOFHC sites as needed
- Assists with patient inquiries/concerns regarding medical care, medication instructions, and prescription call-ins in a prompt, courteous, and efficient manner
- Travels to work at other HOFHC site to work if needed
- Understands the EMR standards and workflow
- Responsible for compliance with Organizational Integrity through raising questions and promptly reporting actual or potential wrongdoing.
- All other duties as assigned.

Equipment: This section requires a response of YES or NO

Radiation: No Electrical: Yes
Chemical: Yes Mechanical: No

Key to Frequency Codes for Physical Requirement Sections: This section requires a numerical response for each requirement.

1= Up to 33% of time 3= Over 66% of the time
2= From 33%- 66% of the time 4= Not Applicable

Physical Requirements

Sitting: 1 Balancing: 4
Standing: 1 Reaching Overhead: 1
Walking: 3 Grasping: 4
Ability to be Mobile: 3 Keyboarding: ? (is this the computer or what)
Bending: 3 Pinching: 4
Kneeling/Crawling: 4 Twisting: 1
Stooping: 2 Climbing: 4
Turning/Pivoting: 1 Pulling: 1
Working Above Shoulder Level: 1
Pushing: 1 Maximum Weight: Equal to or greater than 35 lbs
Lifting: 1 Maximum Weight: Equal to or greater than 35 lbs

Potential Exposure: This section requires a yes or no for each section.

Blood/Body Fluid Contact: Yes Humidity: Temperature: Chemicals:
Air-borne Pathogen: Yes Fumes/Burns: Dust: Yes Vibrations:
Radiation: No Noise: Yes

Personal Protective Equipment: This section requires a Yes or No for each section.

Gloves: Yes Shoes: Yes Goggles: Aprons: Mask: Yes Head covering: Gowns:

Emotional/Psychological Factors: This section requires a response of Yes or No for each section:

Trauma: Yes Grief: Yes Death: Yes Public Contact: Yes Deadlines: Yes

This job description is intended to describe the general content of the requirements for the performance of this job. It is not considered an exhaustive statement of duties, responsibilities, or requirements.

Reviewed and Approved By:

Title:

Date: