



Heart of Ohio Family Health Centers
Job Description
Certified Medical Assistant/CMA

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.

Reports to: Nurse Manager

Supervises: N/A

Dress Requirement: scrubs in accordance to Heart of Ohio Family Health Center's dress code policy

Work Schedule:

Monday through Friday standard business hours

40 hours per week, times are subject to change based on staffing needs.

Location varies between the Whitehall and Capital Park clinics based on staffing needs.

Exempt **Non-Exempt**

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.

Adheres to HOFHC's Guiding Principles:

Communication, Teamwork, Attitude, Diversity and Service

Facility Environment:

Heart of Ohio Family Health Centers operates in three locations, 882 S. Hamilton Rd, Columbus, Ohio 43213, 2365 Innis Rd, Columbus, Ohio 43224 and 5560 Chantry Drive Columbus, Ohio 43232. All facilities have a medical office environment with front-desk reception area, separate patient examination rooms, nursing stations, pharmacy stock room, business offices, hallways and private toilet facilities. All facilities are on the main ground floor and ADA compliant.

This position's primary work area is patient examination rooms and nursing stations. The patient examination rooms and nursing stations areas are:

- kept at a normal working temperature

- sanitized daily
- maintains standard office environment furniture with adjustable chairs
- maintains standard office equipment; ie, computer, copier, fax machine, etc. at a normal working height

Physical Demands and Requirements: these may be modified to accurately perform the essential functions of the position:

- Mobility = ability to easily move without assistance
- Bending = occasional bending from the waist and knees
- Reaching = occasional reaching no higher than normal arm stretch
- Lifting/Carry = ability to lift and carry a normal stack of documents and/or files
- Pushing/Pulling = ability to push or pull a normal office environment
- Dexterity = ability to handle and/or grasp, use a keyboard, calculator, and other office equipment accurately and quickly
- Hearing = ability to accurately hear and react to the normal tone of a person's voice
- Visual = ability to safely and accurately see and react to factors and objects in a normal setting
- Speaking = ability to pronounce words clearly to be understood by another individual

<i>Factor</i>	<i>Frequency</i> , 0 = never, 1 = occasionally, 2 = normally, 3= often, add explanation where needed
Normal, steady work pace	2
Randomly changing work pace	2 Maybe as needed to accommodate the organization (there are 3 centers)
Fast, sometimes chaotic, high stress work pace	2
Independent decisions made without supervision	3
Exposure to trauma, grief, death, etc	2
Exposure to disease or bacteria	2
Handles closed containers or vials of patients' bodily fluids or tissues	2
Required to wear safety clothing or equipment	2
Handles money or financial accounts (cash, checks or credit cards)	0
Interacts personally with public and business associates	2
Interacts with public and business associates via the telephone, letter, or other non-face-to-face measure	2

I have read this job description and understand the duties and tasks I am to perform regarding my employment. I understand the responsibility that is given to me in maintaining accurate records, superior patient health care, confidentiality and the confidence that is entrusted to me. I understand that failure to accurately perform the tasks in a superior manner or exercise the duties as stated above will subject me to disciplinary action, up to and/or including termination of employment. I understand that I can seek clarity of duty or responsibility at any time from the CMO. I understand this job description is not a contract of employment and my employment is *at will*.

Signature

Date

Print Name

Original to Personnel File and Employee

If you are qualified and interested in this position please submit your resume to jwoodard@hofhc.org