

Job Description



Job Title: Medical Assistant (MA)
Department: Nursing, Clinical
Report To: Director of Nursing

Job Summary:

Provides professional medical assistance to clinic patients and ensures optimal care for patients by assisting Physician, Registered Nurse (RN), and/or Licensed Practical Nurse, (LPN) in the assessment, treatment, and maintenance of patient health, as well as maintaining organization in the office environment.

Core Competencies

Proactive

Anticipatory, change-oriented and self-initiated behavior. Proactive behavior involves acting in advance of a future situation, rather than just reacting. It means taking control and making things happen. Proactive employees generally do not need to be asked to act, nor do they require detailed instruction. Take initiative to see an issue and develop realistic solutions.

Achieve

Demonstrate effort, skill, or tenacity to reach or attain a desired objective, level of performance or quality of work. Carry out tasks successfully and completely. Attain goals despite difficulty. Able to exert the necessary effort using their own skill set to perform at the highest level desired within our organization.

Team Conscious

Demonstrate a genuine interest in thoughts and opinions, values, and needs of co-workers. Avoid speaking, writing, or doing other things that could be seen as disrespectful of patients and/or co-workers. Recognize and show respect for the strengths and contributions of others. Work with others to accomplish a common goal or objective.

Integrity

Act in ways that demonstrate personal reliability, honesty, and care that exhibit integrity and serves as a positive example of why others should trust the motives of our organization. View themselves as a reflection of the organization by following through on commitments and accepting ownership of any mistakes they might make. Leave others with a clear impression that integrity is a core value of Premier Bone & Joint Centers. This is in contrast to individuals who make commitments that go unmet, fail to acknowledge their role in disappointing events, or whose actions (or inaction) leave others with doubts about the level of trust that should be placed in Premier Bone & Joint Centers.

Excellence

Have the will to win, the desire to succeed, the urge to reach their full potential. We are what we repeatedly do. Excellence is the path chosen to be successful at work. The word excellence is defined as the quality of surpassing the average, possessing high qualities in one's field. It's about developing a winning mindset that says "I want to be great at what I do. I want my personal life and my work to be spectacular." Developing excellence is a deliberate process and takes time, yet it can be developed by creating a personal strategy that will put you on the road to success in life and in the workplace.

Never Quit

Can always be counted on to go above and beyond what is asked. Always give extra and unending effort and offer support to other team members. Persevere in completing tasks and don't get discouraged or cut short efforts to accomplish goals and objectives. Make and fulfill commitments. Establish a pattern of working independence, always intend to fulfill any promise made, prepare for meetings and other tasks.

Trust

Believe that someone or something is reliable, good, honest, and effective. Act responsibly for the safety and care of Premier Bone & Joint Centers' patients. One is able to believe that something relayed by this employee, is true or correct even though you do not have proof of it. One is able to have firm belief in the reliability, truth, ability, or strength of this employee. This is an employee that one would put complete faith in and be confident that the integrity of this employee would guide their actions.

Communication

Communicate effectively, respectfully, and appropriately. Use good judgment as to what to communicate to whom by utilizing the chain of command, as well as the best way to get that accomplished. Speaks in a clear and credible manner, selecting the right tone for the situation and audience. Listen to others and allow them to make their point. Be respectful to feedback and respond accordingly.

Essential Duties and Responsibilities

Patient Care

Maintain clinic schedule; open, block, adjust as needed/requested.

Prepare patient charts for clinic per physician's preference, including; printing required yearly paperwork, printing orders, and obtaining pertinent records.

Enter all required information for reporting purposes.

Enter all orders electronically (Surgery Scheduling sheets, Radiology, Physical Therapy, etc.)

Answer and respond to incoming phone calls in a timely manner; assist or direct them as needed.

Ensure appointment preferences are given to patients in emergency situations.

Direct patient flow to examination, radiology, and treatment rooms optimizing available space when necessary.

Assess patient's general condition and take vital signs and weight.

Assist physicians with examinations, diagnostic procedures, and treatments.

Provide patient education regarding prescribed and recommended over the counter (OTC) medication, dispense sample medication per physician's instructions.

Educate the patient and/or family about diagnostic procedures, treatment plans, and provide pre- and post-operative education.

Correctly label all specimens and arrange for transport to the lab.

Be available to fill in as needed, to cover vacations and illnesses.

Information Processing

Confidentiality/Right to Privacy

Observes confidentiality of information in regards to patients, physicians, and fellow employees.
Protect patient sensitivities and right to privacy.

Computer Use - Patient Data

Use computer to accurately load, maintain, and retrieve patient data.

Documentation

Review patient's chart for current, complete, and accurate information: patient information, consents, history and physical, medication list, any missing reports and/or dictations, etc.

Document all patient activities/interventions, including medication dispensed/prescribed, telephone calls, patient paperwork, family's response (if needed), etc., in the patient's medical record.

Respond to patient inquiries regarding reports on testing.

Communication

Promote wellness by providing patient education materials and communicating physician advice/instructions.

Listen well and follow physician's instructions.

Responsibility

Ensure that all aspects of the office duties are done in a timely fashion and done appropriately (i.e. filing, patient calls, chart preparation, etc.)

Interpersonal Skills

Working Relationships

Ability to establish and maintain effective working relationships with Physicians, co-workers, and the public, that harbor a friendly, yet professional interaction.

Demonstrate willingness to readily interact with other staff members and departments.

Maintain continuity of care amongst: other physicians/physician offices, physical or occupational therapy, home health care, etc.

Communicate with physicians and staff to optimize the efficient use of the physician's time and facilitate excellent patient care.

Work effectively as team members with physicians and other staff to ensure the office runs as efficiently as possible.

Interact with patients, families, staff, and others appropriately and effectively.

Demonstrate compassion and caring in dealing with others.

Professional Image

Follow dress code.

Project a pleasant and professional image per policy.

Wear identification while on duty.

Communicate name and role to patient.

Analyzing Skills

Analyze situations accurately, make decisions to bring a favorable resolution, and take effective action; seek out help when appropriate.

Prioritize work activities and handle multiple tasks at once.

React calmly and effectively in emergency situations.

Flexibility/Stressful Situation

Respond with flexibility to changing work load and/or patient assignments, able to be organized and function under stressful situations.

Initiative

Exhibit initiative and self-directed behavior.

Accept responsibility for own professional growth and personal conduct.

Think and act independently, as well as plan and problem solve.

Accept responsibility for own professional growth and personal conduct.

Mentor

Acts as a mentor for new employees.

Adherence to Facility/Departmental Policy

Policies and Procedures

Adhere to existing and newly implemented policies.

Adhere to infection control/safety guidelines.

Perform patient care according to policy/procedures and standards of care of the facility.

Attendance

Maintain a good attendance record, arrive to work punctually and be able to substantiate overtime.

Dress Code/Identification

Follow dress code of the department, appear professional when present in the clinic, wear identification while on duty, and communicate name and role to patient appropriately.

Confidentiality

Observe confidentiality of information in regards to patients, physicians, and fellow employees; ability to maintain confidentiality under HIPAA standards.

Staff Meetings/In-services

Participates in Premier Bone & Joint Centers and departmental in-services and staff meetings.

Care of Environment, Equipment, and Supplies

Supplies

Ensure exam rooms are stocked with the appropriate equipment and supplies.

Aid in collaboration with front desk staff to compile an inventory list for outlying clinics, keeping quantities at a reasonable level, ensuring adequate stock for the next clinic.

Notify the appropriate person when you notice equipment/supplies are running low, and maintain equipment/supplies in an organized manner.

Equipment

Utilize correct/safe techniques when operating equipment.

Notify manager of malfunctioning equipment.

Perform minor equipment repairs not requiring a service call.

Clean, Neat, Safe Environment

Maintain a clean, neat, and safe environment for patients and staff, including personal work areas.

Demonstrate knowledge of and enforce policies and procedures related to infection control, environmental safety, and patient confidentiality.

Education

Degree/Diploma Obtained	Program of Study	Required/Preferred
High School Diploma or Equivalent		Required

Certification & Licensures

Certificate	Current State of Wyoming Certification	Preferred
Certificate	Current BLS-Health Care Provider	Preferred

Experience

Years of Experience		Required/Preferred
Recent Clinical Experience		Preferred

Physical Requirements

Action	Description	Frequency
Seeing	Must be able to read patient charts and other medical data, as well as visually evaluate the patient's condition.	Constant
Hearing	Must be able to hear well enough to communicate with physicians, staff, and patients/families.	Constant
Speaking	Must be able to verbally communicate with physicians, staff, and patients/families.	Constant
Fingering/Grasping	Must be able to write and type data into patient charts/computer. Must be able to apply treatments and/or medication and assist physicians as necessary in clinical procedures. Must be able to utilize fine motor skills.	Constant
Standing		Intermittent
Sitting		Intermittent
Bending/Crouching		Intermittent

Weight Demands

Action	Description	Frequency
Lifting	Must be able to lift up to 100 pounds	Intermittent

Pushing/Pulling

Must be able to assist patients in physical movements and aid in transport of patients to and from wheelchair, exam table, etc.

Intermittent

Working Conditions

The fast paced nature of this position may lead to increased levels of personal stress.

Environmental Hazards

May be exposed to potentially dangerous environmental conditions including, but not limited to, patient fluids, communicable diseases, and toxic substances.

Physical Hazards

May be exposed to physical injury as a result of physical demands of position.

Unique Work Schedule/Travel

May be required to work after hours, on weekends, or holidays.

Will be expected to travel with Physician to satellite clinics on designated days.

Employee Statement of Understanding

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position.

I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct related to my position. As an employee, I understand my duty to report any suspected violations of the law or the standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with patients, customers, and fellow employees.

Note: This description is intended to describe the general job duties and employment requirements for adequate job performance, and should not be interpreted as an exhaustive report. Additional duties and responsibilities may be assigned at the discretion of the employees' supervisor.