

## **COAST COMMUNITY HEALTH CENTER**

**Position Title:** Certified Medical Assistant

**Status:** Hourly, Non-Exempt

**Supervisor:** Clinical Site Manager

**Position Summary:** Assists providers and clinical team in offering the highest quality patient care.

### **Essential Functions of the Medical Assistant:**

#### Customer Service

- Greets patients and escorts them to the examination room
- Provides information and education to patients regarding CCHC services
- Assist with vaccine outreach along with school drug testing
- Medication/immunization administration

#### Communication

- Verifies and updates patient information by interviewing patient and confirming purpose of visit
- Able to accurately take vital signs appropriately including height, weight, blood pressure, pulse, respirations, temperature, and O2 saturation

#### Accountability

- Follows universal precautions to protect self and patients
- Follows protocols/guidelines and standing orders of providers
- Ensures supplies are stocked and ready for patient use
- Arranges examination equipment/supplies and/or equipment
- Collects lab specimens and performs CLIA lab test as directed

#### Respect

- Provides gowns or drapes / prepares patient for medical encounter
- Maintains patient confidentiality at all times

#### Teamwork

- Assists providers during examination as directed
- Assists providers and staff with patient medication prescriptions
- Completes lab slips and other paperwork as needed
- Completes referral forms and other inter-agency documents as directed
- Perform other duties as assigned

### **Education and Experience:**

- High School Diploma/GED, some college preferred
- Current CPR/First Aid certification
- Current certification as Medical Assistant is preferable
- Three years experience preferred in primary care clinical or outpatient setting
- Experience in working with Electronic Medical Record Systems
- Pediatric experience preferred

**Knowledge:**

- Medical Terminology
- Grammar, spelling and punctuation
- HIPAA
- Knowledge of EHR system
- Healthcare field
- Customer Service and phone etiquette
- Ability to perform phlebotomy and administer injections

**Skills and Abilities**

- Exercise initiative, judgment, problem-solving and decision-making
- Exercise conflict resolution skills; identifies problems, recommend solutions; and remain calm in urgent situations and work under pressure
- Exercise strong communication/presentation skills
- Work independently and as part of a team; strong self-management, multi-tasking, prioritizing tasks skills
- Exercise time management and flexibility in the schedule of work hours;
- Must possess strong customer service skills and respectful approach to patient care
- Remain non-judgmental in working with an indigent population and maintain confidentiality;

**Working Conditions**

- Frequent exposure to communicable diseases, toxic substances, and other conditions common to an office environment within a medical practice setting.
- Involves frequent contact with staff and the public on the phone and in-person.
- Work may be stressful at times because of volume of work.
- Contact may involve dealing with people who are may be low functioning, need additional assistance or may be upset.
- Working extended hours may be required as needed.

**Physical Demands:**

While performing the duties of this job, the employee is frequently required to sit and talk, listen, handle objects, tools, controls, and equipment, Employee must reach and bend, stand and walk, kneel and bend extended periods of time. The employee must occasionally physically assist persons, lift and/or move more than 25 pounds.

**Maintenance of Skills**

Employees are expected to maintain any certification necessary for their position including certification and training. They will be expected to demonstrate competency of skills on an annual basis. In addition employees are expected to completed required safety and compliance trainings as requested by employer.

**Employer may require background check and pre-employment drug screen**

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as need evolve.

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Employee Signature

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Date