



Position Title:	Medical Assistant
Supervision Received:	MA Supervisor and Clinical Manager
Supervision Exercised:	None
Department:	Clinical
Status:	Non-Exempt
Location:	Montrose, Delta, Olathe Clinics
Hourly Wage Range:	\$18.00 to \$20.00

JOB SUMMARY:

To provide consistent high-quality care to patients and evaluate the needs of patients at River Valley Family Health Center. This position participates in clinical staff meetings and dinner and learns. This is a full-time position requiring 40 hours per week.

CHARACTERISTIC, DUTIES AND RESPONSIBILITIES:

1. Embrace the mission, vision, and values of River Valley Family Health Centers.
 - Manage tasks and patient/provider follow up with assistance from team.
 - Able to effectively perform the tasks and procedures required of a Medical Assistant in a primary care clinic setting:
 - Take vital signs
 - Perform CLIA waived laboratory tests
 - Take and document client's history and chief complaint
 - Assists the provider with minor surgical procedures using sterile field
 - Performs phlebotomy services and processes specimens for send out
 - Performs injections
 - Responds to patients' inquiries and performs a medical triage function.
 - Prepares a patient's medical records for the provider visit by documenting clearly and correctly, assures that the right forms are in the medical record anticipating the needs of the visit.
 - Provides health related education to patients and their families as needed.
 - Non-essential functions such as committee participation may be assigned or requested by Supervisor/Manager.
2. Additional duties and responsibilities:
 - Must participate in on-the-job training as assigned
 - Must pass required competencies within 90 days of hire.
 - Must keep certification up to date and complete CE as required by accreditation agency.
 - Complete Compliatric trainings:

- Universal precautions
- Blood borne pathogens
- Hand washing
- Personal protective equipment
- Needles/sharps precaution

MUST BE PROFICIENT IN:

- Understand patient flow
- Room setup/stocking
- Greeting patients
- Check-in patients
- Take vital signs and record
- Eye exams
- Verify and record medications/allergies
- Check CIIS
- Properly assess patient's immunization needs and identify proper vaccine category (VFC/Private/317)
- Record in EHR
- Conduct Patient Tools testing and record
- Ascertain the chief complaint for patient visit
- Access PDMP
- Prepare for next day's schedule/ Pre-visit planning using the PVP Guidelines
- Properly import labs, patient medical history, and other information as needed
- Correctly enter medicine information
- Properly conduct and record the following laboratory procedures:
 - Flu test
 - COVID test
 - Urinalysis
 - Microalbumin
 - HgbA1C
 - INR
 - Urine cultures
 - HCG (pregnancy test)
 - Strep test
 - Finger stick blood glucose
 - Finger stick lipid panel
 - Hemocult
 - HIV
- Venipuncture/Lab draws
 - Single tube lab draw
 - Multiple tube lab draw
 - Hand draw
 - Centrifuge use
- Treatment room procedures:
 - Set up and assist with PAPs
 - Ear lavage
 - EKG
 - Sterile technique
 - Dressing change
 - Cast removal
 - Assist provider with procedures
 - Assist with joint injections
 - Nebulizer treatments
- Placing orders, printing orders and demographics
- Autoclave use
- Nocturnal Oximetry/ Virtuox Process
- Injections
 - Site identification and administration as appropriate for patient age and injection type
 - Subcutaneous
 - IM
 - Intradermal
 - Documentation in chart
 - Consent forms
- Well Child Exam
 - Cavity Free at Three
 - Ages and Stages
 - Reach Out and Read
 - Bright Futures
 - Immunization identification and administration as needed

3. Miscellaneous duties as assigned:

- Perform such other duties or projects as determined by this position's supervisor
- This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties requested by their supervisor or the CMO.

JOB QUALIFICATIONS:

1. Education or Formal Training & Experience:

- High School Diploma
- Completion of an approved education program for Medical Assistant; or completion of the Medical Assistant Apprenticeship and passed the NHA exam; or minimum of 1 year experience working as a Medical Assistant in a clinic setting.
- BLS certification

2. Knowledge, Skill & Ability:

- Knowledge of infection control standards and utilization of Personal Protection Equipment (PPE)
- Knowledge of common safety hazards and precautions
- Demonstrate basic medication administration
- Manual dexterity to use/handle equipment and instruments
- Knowledge of examination, and ability to assist in a variety of common office examinations and procedures
- Strong clinical skills and knowledge base including patient care, medical terminology, coding procedures, reference tools, and appropriate pharmacology
- Knowledge of medical equipment and instruments
- Knowledge of clinical quality assurance
- Ability to maintain records and record test results
- Ability to interpret, adapt and apply guidelines and procedures
- Ensures all duties, responsibilities and competencies are conducted in a manner that is effective and appropriate to patients/clients to who care/service is being provided and provide patient centered care.
- Demonstrated ability to effectively make critical, independent decisions. Excellent organization, prioritization, and problem-solving skills.
- Consistently exhibit behavior and communication skills that demonstrate the company's commitment to superior customer service, including quality care and concern with internal and external customers, maintaining courteous relationships with outside caregivers, insurance carriers, labs, hospital, and pharmacies at all times
- A caring, kind, and professional bedside manner

- Ability to establish and maintain positive, effective, courteous working relationships with patients, staff team members, insurance entities and others. Ability to work effectively as a team member with providers and other staff
- Ability to be a team player. Support and assist team members. Be available to help and learn from the team. Keep an open mind to feedback and earn trust of staff and providers
- Ability to act within scope of job, requires critical thinking skills, decisive judgement, and the ability to work with minimal supervision. Must be able to work in a fast-paced environment and take appropriate action. Ability to react calmly and effectively in emergency or urgent, high-pressure situations
- Excellent verbal and written communication skills. Ability to communicate clearly, calmly, effectively
- Customer service oriented
- Ability to work flexible hours to meet job requirements
- Complete mandatory vaccines (Tdap, Hep A, Hep B, MMR, Varicella, yearly flu vaccine, and COVID)
- Computer literate (i.e., logging on to computer, usage of keyboard and mouse, familiarity with Windows and Outlook email applications)
- Ability to use routine office equipment such as computer and telephone.
- Ability to establish and maintain effective, courteous working relationships with patients and staff team members.
- Ability to work under pressure in a fast-paced environment.
- Ability to travel to meetings outside of the service area.
- Ability to work flexible hours to meet job requirements.

3. Physical Requirement and Workplace Environment:

- Requires periods of standing and walking.
- Requires long periods of time sitting while educating patient on chronic disease care/management and/or doing computer work.
- Requires sufficient near vision to be able to effectively read documents and computer screen.
- Essential to have ability to lift, carry, push and pull up to 35 pounds.
- Essential to have ability to use routine office equipment such as computer, copy machine, fax, and telephone.
- Essential to have ability to stoop, kneel, bend, crouch, twist and reach.
- Essential to have ability to hear routine conversations.
- Essential to have ability to comprehend both oral and written communications.
- OSHA Classification is Category I: All procedures or other job-related tasks that involve an inherent potential for mucous membrane or skin contact with blood, body fluids or tissue, or a potential for spills or splashes of these fluids.

- HIPAA Classification: Unrestricted Access: A workforce member with unrestricted access will have full access to patients' protected health information, including the patients' entire medical record, for patient care purposes.

BENEFITS:

- Health Insurance
- Dental Insurance
- Vision Insurance
- Life Insurance
- Disability Insurance
- 401(k) Matching
- Paid Time Off
- Employee Assistance Program

The above health, dental, and vision benefits are available by employee choice to all full-time employees after 60 days of employment effective the following first of the month. The option for the 401(k) is available after 3 months of employment. All other benefits listed are active as of the date of hire.