



POSITION DESCRIPTION

POSITION: **Care Team Medical Assistant**

JOB SUMMARY: The Care Team Medical Assistant is an active member of the "care team" and is primarily responsible for assisting patients throughout the routine office visit and helping their assigned patient panel with health management. The Care Team Medical Assistant works with the Health Center staff as part of a multidisciplinary team to provide comprehensive, quality and accessible health care services to the communities of Western Sonoma County. WCHC is dedicated to wellness, compassion, affordability and excellence of care. Variable hours including some evenings and weekend shifts.

Reports to: Medical Assistant Coordinator
Direct Reports: None
FLSA Status: Non-Exempt
Last Updated: August 2012

DUTIES: (may not include all duties assigned)

1. Actively engage in the teamwork of West County Health Centers and our mission.
2. Actively participate as an integral and valued member of the patient "Care Team."
3. Prepare for the patient visit in advance including ensuring that all labs, diagnostics, etc. are ready and available for the visit. Checks CHDP charts to make sure patient is due for WCC.
4. Welcome patients as they arrive at the health center and immediately bring them back to the exam room.
5. Perform administrative responsibilities as needed, including verification and entry of patient insurance coverage and existing demographic information into the electronic health record.
6. Assist with clinical data measure and entry into the electronic health record including the patient's height, weight, and vital signs including pulse rate, temperature, blood pressure, respiratory rate, BMI, etc.
7. Gain expertise in preventative and chronic disease guidelines and assists patients in understanding the health benefits of screening and prevention.
8. Assist in discharging the patient at the completion of the office visit including going over the printed office visit summary; aid in the completion of medication, laboratory, and radiology orders; provide patient education information ordered by the provider; answer any final logistical questions the patient may have; and assist in follow-up appointment scheduling.
9. Prepare exam rooms before and after each patient in accordance with WCHC policy and OSHA guidelines, including restocking of exam rooms and operatories.
10. Assist medical providers with exams and procedures as requested (i.e. colposcopies, biopsies, vasectomies, pelvis, circumcisions, casting, etc.).
11. Perform in-house lab tests (HCT, rapid strep, urine dips/spins, Hgb A1C, serum glucose, urine pregnancy, etc.) See that correct billing information is sent out with specimens for off-site lab tests and maintains log of all specimens.
12. Perform vision and hearing tests, EKG's, ABT's, ear irrigation, immunizations, dressing applications and other activities as requested.

13. Run population data queries to determine which patients would benefit from recommended health screening, preventative services and established chronic disease tracking interventions. Participates as a valued member of the "care team" to assist patients in meeting these recommended health guidelines.
14. Clean, sterilize and maintain equipment and instruments as needed.
15. Is aware of and complies with all OSHA regulations (i.e., universal precautions, handling of sharps, personal protective equipment/clothing, etc.)
16. Maintain patient confidentiality in accordance with WCHC policy and HIPAA guidelines.
17. Will be expected to perform other duties as assigned (i.e., checking of crash cart, QA procedures, filing and pulling charts, phone back-up, inventory, ordering of supplies, etc.)
18. Actively participate in quality improvement projects and reporting.
19. If qualified, will be requested to assist with medical translation and interpreting.
20. Other duties as assigned.

Minimum Requirements:

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily in a professional manner. The requirements listed below are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education:

- Completion of M.A. training program preferred.
- Certification preferred but staff are encouraged to be certified within one year of hire date
- Current CPR certificate
- Must be able to perform the physical demands of the job. Basic office and equipment safety knowledge and practice.

Experience:

- Bilingual Spanish/English desirable.
- Experience in an outpatient setting or working with a health clinic desirable.
- Demonstrated commitment and skills to provide age appropriate care to a diverse population

Expectations:

- Attendance and punctuality is necessary.
- Ability to work well with a multidisciplinary team.
- Ability to problem solve and be self motivated with acute attention to detail.
- Must have a commitment to excellence and high standards.
- Must have excellent written and oral skills, strong organizational and analytical skills.
- Must have ability to manage priorities and workflow.
- Required to have versatility, flexibility and a willingness to work within constantly changing priorities with enthusiasm and positive attitude.
- Strong interpersonal skills and have the ability to understand and follow written/verbal instructions.
- Required to have the ability to deal effectively with a diversity of individuals at all organizational levels
- Demonstrate a positive customer service, patient centered approach at all times.

Physical Requirements:

- Ability to bend and move arms with sufficient range of motion to complete patient related requirements, hearing required for patient assessments, may need to assist patients onto exam table, able to lift 30 lbs., bend, kneel and twist as needed.
- Prolonged standing and occasional sitting required.

Employee signature

Date