



Real People. Remarkable Healthcare.

**Mission-** To Enhance Community Health and Wellbeing

**Vision-** 100% Access Zero Disparity

<b>Core Values-</b> People Centeredness, Compassion, Accountability, Integrity, Continuous Improvement, Excellence			
<b>JOB TITLE</b>	Medical Assistant		
<b>DEPARTMENT</b>	Medical		
<b>REPORTS TO</b>	Nurse Manager		
<b>FLSA</b>	Non-Exempt	<b>SUPERVISES</b>	None
<b>EFFECTIVE DATE</b>	2/1/2020	<b>REVIEWED BY</b>	Clinic Director
<p>Community Health Partners (CHP) believes that each employee makes a significant contribution to our success. Our mission and vision wouldn't be possible without you. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications, and job scope, but not limit the employee nor CHP to just the work identified. It is our expectation that each employee will offer their services wherever and whenever necessary to ensure the success of our endeavors and continuously strive to meet our mission and vision.</p>			
<p><b>POSITION SUMMARY:</b></p> <p>Functions as a member of the clinical team under the general supervision the Clinic Director and under clinical supervision of the Nursing Director. Provides patient-centered, medical assistant level service focused on supporting the primary care team. Provides care to patients of all ages and ability levels.</p>			
<p><b>ESSENTIAL JOB FUNCTIONS:</b></p> <ol style="list-style-type: none"> <li>1. Works collaboratively as a team member to provide patient care in clinic setting with the primary role of providing for continuity and efficiency of patient flow in collaboration with front desk, nursing and provider staff.</li> <li>2. Respectfully interacts with patients while performing vital sign assessments, histories, screenings, medication reconciliation, education, labs, and procedures per evidenced based guidelines.</li> <li>3. Maintains acceptable methods of charting and record keeping providing for consistent, organized patient care per clinic policies and procedures.</li> <li>4. Records clinical information in patient records according to level of training, including vital signs, patient's main complaint, medication reconciliation, visit chart preparations, and other pertinent information providing for consistent, organized patient care per clinic policies and procedures.</li> </ol>			

5. Administers the flu vaccine to both adults and children age 12 and older as indicated by provider or nurse following current Centers for Disease Control and Prevention immunization schedule and CHP standard of care. This includes recording immunizations within the electronic health record, providing the patient and/or caregiver with Vaccine Information Sheet (VIS), monitoring for adverse reactions, and utilizing evidence-based injection techniques (For Certified Medical Assistants Only).
6. Conducts supportive duties as requested by care team, including, but not limited to, paperwork, sterilization of equipment, cleaning patient rooms, organization of supplies, and lab draws.
7. Collaborates with team members through huddle to determine and administer treatments for disease management and preventative cares.
8. Maintains medical supply inventory on weekly basis. Works with vendors to complete ordering process.
9. Coordinate referrals to specialists and outside lab testing as necessary for their assigned provider.
10. Communicates with patients using easy to understand (health literate) language.
11. Understands CHP sliding fee scale with respect to how it may impact care options.
12. Understands community partnerships and programs, works collaboratively with CHP team members to enhance patient health education, provide information, and arrange referrals to other practitioners and resources including the Medication Assistance Program (MAP).
13. Communicates with care team by following oral and written instructions
14. Performs other clinical duties, including chart reviews and special projects as assigned by clinical coordinator or supervisors including supportive work with case managers.
15. Provides training to new co-workers when assigned by the Nursing Director or Clinic Director.
16. Further the mission of CHP through active support of the strategic goals

Lead Responsibilities (as Applicable)

1. EPIC Superuser.
2. Primary medical assistant trainer.
3. Primary person for supply and inventory ordering.

**GENERAL RESPONSIBILITIES**

1. Understand and adheres to HIPAA regulations.
2. Ability to report to work as scheduled and work a flexible schedule when needed, which may include travel to other sites.

3. Participates in problem solving and Continuous Quality Improvement (E2) and risk management activities by applying LEAN principles, engaging in Patient Centered Medical Homes and working to implement patient centered communication skills.

**SKILLS AND ATTITUDES**

1. Demonstrates CHP's Core Values
  - a) People-Centeredness: We empower all people to be agents of their own health and well-being.
  - b) Compassion: Ability to be friendly, empathetic, courteous and an adept communicator with customers and staff. Meet people where they are without judgement.
  - c) Accountability: The ability to prioritize work and do what we say we will do.
  - d) Integrity: Ability to set priorities, be organized, be a self-starter and hold ourselves to the highest standards.
  - e) Continuous Improvement: Ability to work in a team or independently, sharing responsibilities and duties to make positive change.
  - f) Excellence: Deliver outstanding value and results.
2. Experience working with limited resource populations.
3. Ability to work with grace under pressure.
4. Ability to resolve interpersonal conflict in a straightforward and timely manner.
5. Ability to treat both staff and patients with respect.
6. Ability to navigate technology efficiently.
7. Ability to gracefully accept and respond to feedback.

**ESSENTIAL PHYSICAL REQUIREMENTS**

	<b>Occasionally (1%-33% of day)</b>	<b>Frequently (34%-66% of day)</b>	<b>Continuously (67%-100% of day)</b>
Sitting		X	
Standing	X		
Walking	X		
Speaking/Hearing			X

Seeing			X
Hand/Wrist Work (ie. Keyboarding)			X
Pushing/Pulling		X	
Grasping		X	
Fine Manipulation		X	
Reaching		X	
Bend		X	
Squat		X	
Lift 1-10 lbs	X		
Lift 11-20 lbs	X		
Lift 21-50 lbs	X		

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**JOB QUALIFICATIONS:**

Education:

High School Graduate or equivalent required  
 Current BLS certification preferred

Experience:

Certification as medical assistant preferred  
 Nursing assistant and/or medical office experience strongly preferred

I have read the job description above and had any questions answered.

Name: \_\_\_\_\_

Date: \_\_\_\_\_