

GOOD NEWS CLINICS JOB DESCRIPTION

Job Title:	MEDICAL ASSISTANT	Reports to:	Lead Medical Assistant
Job Code:		Direct Reports:	NONE
Department Name:	Sam Poole Medical Clinic	Created Date:	May 27,2021
FLSA Status:	<input type="checkbox"/> Exempt (Salaried) <input checked="" type="checkbox"/> Non-Exempt (Hourly)	Revised Date:	June 21, 2021

Job Summary

The medical assistant is responsible for assisting Doctors and midlevels in providing care to their patients. Their duties include recording and updating medical histories, updating contact information, recording vitals, confirming medications, and performing standard care procedures.

Minimum Job Qualifications

Licensure or other certifications:	MA certification preferred. CPR Certification required.
Educational Requirements:	<input checked="" type="checkbox"/> High School Diploma <input type="checkbox"/> Associates Degree <input type="checkbox"/> Bachelors Degree <input type="checkbox"/> Masters Degree <input type="checkbox"/> Other
*Additional Education Information (explain "other"):	
Minimum Experience:	One year of clinical experience with the ability to draw blood

Good News Clinics' Core Competencies:

1.	Being Vulnerable Admits mistakes and shortcomings; Shares thoughts and feelings openly; Is transparent without hidden agendas; Seen as authentic and genuine; Open and non-defensive to feedback
2.	Communicating Effectively Shares information fully and offers knowledge and experience; Conveys ideas in a manner that engages others; Takes unpopular positions if necessary; Engages in unfiltered dialogue; Relates to others in a respectful manner, regardless of level, personality and background
3.	Being Accountable Demonstrates tenacity and perseverance; Takes initiative; Engages resources to overcome obstacles; Has the courage to do the right thing even when difficult; Acts with integrity in accordance with our Core Values
4.	Displaying Empathy Shares in the joys and pains of others; Is available and offers to help others; Shows concern for the challenges of others; Has a positive and kind demeanor; Takes a non-judgmental approach with others
5.	Holding Others Accountable Provides current actionable feedback, both corrective and reinforcing; Doesn't allow problems to fester; Takes action when necessary, even if unpleasant; Uses every opportunity to give reinforcing feedback to others; Helps others see their blind spots
6.	Listening Practices attentive and active listening; Listens for the unsaid; Asks questions to confirm understanding; Hears people out without interrupting; Is open to viewpoints of others
7.	Managing Disagreement Acknowledges differing viewpoints and sees it as an opportunity to learn; Doesn't run away from conflict; Strives for win/win solutions; Hammers out tough agreements; Finds common ground and solves problems for the good of all

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8.	Promoting Teamwork	
	Values the contributions of all; Connects others' roles to organizational and team success; Encourages and supports; Cuts across boundaries to get things done; Puts own needs aside for good of the team and the organization	
9.	Striving for Continuous Improvement	
	Experiments regularly with new ideas and approaches; Willing to fail; Learns from mistakes; Always seeks to be better tomorrow than today; Adapts to change	
<u>Organization Expectations</u>		
Operations: Participates in continuous improvement processes, quality, efficiencies, satisfaction, engagement and outcomes.		
Talent Development: Strives to improve own and others' skills and knowledge.		
Safety: Promotes patient, visitor and staff safety and effectively manages risk that lead to injury or harm.		
Productivity: Contributes to the department's successful achievement of productivity expectations.		
Regulatory Compliance: Contributes to the department's compliance with regulatory, mandatory education, and similar requirements.		
<u>Key Performance Indicators (KPI)</u>		
Identifies unit/department level goals that align with the organization's Key Performance Indicators.		
<u>HIPAA (Health Information Portability and Accountability Act)</u>		
If, in the normal course of my duties and responsibilities, I am required to access protected health information (PHI) and electronic protected health information (EPHI) for the purposes of treatment, payment and operations within Good News Clinics, I will limit such access to only the minimum necessary amount of PHI and EPHI necessary to perform the functions of my job. If access is not required in the normal course of my duties and responsibilities, I will not access PHI or EPHI.		
<u>Job Specific and Unique Knowledge, Skills and Abilities</u>		
1.	Clinical: take accurate vitals, blood draw, complete simple medical tasks (i.e. ace wrap, bandage application)	
2.	Supply management: clean and stock exam rooms	
3.	Data entry: completion of patient EMR and confirmation of medical history	
4.	Clerical: frequent updating of patients concerning medical results	
<u>Essential Tasks and Responsibilities</u>		
1.	Direct patient interaction	
	1A	Curtious and prompt greeting of patients, in person and by phone
	1B	Concise and clear instructions, both in the clinic and next steps given by phone
	1C	Patient and consistent reinforcement of clinic policies
2.	Exam room preparation and rooming a patient	
	2A	Exam rooms should be stocked at all times, prep specialty equipment when applicable.
	2B	Escort patients to their exam room and take accurate vitals, note in the EMR
	2C	Review medical history and medications, note new or changed information in the EMR
	2D	Update patient status and inform provider when patient is ready as applicable
3.	Patient care	

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3A	Assist clinicians during examinations as needed
3B	Prepare exam rooms and remove specialty items when complete
3C	Follow best practices to minimize infection/contamination during procedures, discard hazardous materials appropriately

4. Patient education

4A	Calm, reasoned, and simplistic articulation of medical information
4B	Explain/correct common medical misunderstandings as they arise
4C	Ask all patients if they have any other questions

Physical Demands

				Occasionally: 0-30% of time	Frequently: 31-65% of time	Constantly: 66-100% of time
Weight Lifted:	<input type="checkbox"/> up to 20lbs	<input checked="" type="checkbox"/> up to 50lbs	<input type="checkbox"/> up to 100lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight Carried:	<input checked="" type="checkbox"/> up to 20lbs	<input type="checkbox"/> up to 50lbs	<input type="checkbox"/> up to 100lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision	<input checked="" type="checkbox"/> light	<input type="checkbox"/> moderate	<input type="checkbox"/> heavy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling/Stooping/ Bending	<input type="checkbox"/> Occasionally 0-30% <input checked="" type="checkbox"/> Frequently 31-65% <input type="checkbox"/> Constantly 66-100%					
Standing/Walking	<input type="checkbox"/> Occasionally 0-30% <input type="checkbox"/> Frequently 31-65% <input checked="" type="checkbox"/> Constantly 66-100%					
Pushing/Pulling	<input checked="" type="checkbox"/> Occasionally 0-30% <input type="checkbox"/> Frequently 31-65% <input type="checkbox"/> Constantly 66-100%					
Intensity of Work	<input type="checkbox"/> Occasionally 0-30% <input type="checkbox"/> Frequently 31-65% <input type="checkbox"/> Constantly 66-100%					
Job Requires:	<input checked="" type="checkbox"/> Reading <input checked="" type="checkbox"/> Writing <input checked="" type="checkbox"/> Reasoning <input checked="" type="checkbox"/> Talking <input checked="" type="checkbox"/> Fingering <input type="checkbox"/> Driving					

Environment and Working Conditions

<input checked="" type="checkbox"/> OSHA Category I:	Job classifications in which the normal duties may involve contact and potential exposure to blood or other potentially infectious or hazardous materials. Appropriate personal protective equipment is to be used whenever potential exists for exposure to potentially infectious or hazardous materials.
<input type="checkbox"/> OSHA Category II:	Job classifications in which normal duties do not reasonably anticipate exposure to blood or other potentially infectious or hazardous materials. Contact with blood may occur in an emergency.
<input type="checkbox"/> OSHA Category III:	Job classifications in which the normal duties do not entail predictable or unpredictable contact with blood or other potentially infectious or hazardous materials.
Additional Work Conditions:	

I, _____, have read the job description and fully understand the conditions set forth herein, and I will perform these duties to the best of my ability.

Employee Signature: _____	Date: _____
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