

MEDICAL ASSISTANT

DEFINITION

Under general supervision, provides direct patient care and physician support services and performs other related work as required.

DISTINGUISHING CHARACTERISTICS

Medical Assistants work in out-patient clinics carrying out physicians' orders, performing established patient care procedures, participating in patient education, performing receptionist duties, scheduling patient appointments, working effectively and appropriately with other healthcare providers, and maintaining medical records in accordance with established standards of quality patient care.

This paraprofessional class differs from that of Nursing Assistant in that Nursing Assistants at Natividad Medical Center provide bedside care to acute in-patients at Natividad Medical Center and Medical Assistants perform duties in an out-patient, office based setting. Medical Assistant is further distinguished from the class of Community Services Aide in the health Department, in that the latter performs more routine and repetitive clinic duties requiring less medical training and knowledge and does not perform venipuncture.

EXAMPLES OF DUTIES

1. Assists with medical examinations and basic laboratory and other medical procedures, including drawing blood, administering skin tests, performing audiograms, collecting specimens. Medical Assistants assigned to Natividad Medical Center will also administer immunizations.
2. Medical Assistants assigned to Natividad Medical Center prepare and administer medications through oral, intradermal, subcutaneous, and intramuscular routes, as ordered by a physician and with a supervising physician immediately available.
3. Educates patients regarding good health habits, preparation for surgery and/or diagnostic testing, and office scheduling procedures.
4. Prepares appropriate equipment set-up for examination or treatments.
5. Escorts patients to examination rooms, measures and records vital signs and records patient visit information.

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6. Documents procedures and treatments appropriately.
7. Notifies patients of laboratory results over the telephone and responds to incoming telephone inquiries.
8. Assists in the scheduled inventory of emergency carts and testing of clinic equipment.
9. Reviews charts in advance of patients' appointments to ensure completeness and proper organization; ensures test results are complete and enclosed in charts.

Assists in the coordination of patient processing and expedites patient flow, providing general assistance as necessary.

Maintains physician/clinic calendar by scheduling appointments in conformance with clinic policy.

12. Processes insurance billings and provides proper procedure/treatment codings.

Maintains and orders supplies.

QUALIFICATIONS

Mandated Requirements

Certificate: Pursuant to the State of California Business and Professions Code, Sections §2069 and §2070 and Administrative Code, Sections §1366 and §1366.1, Medical Assistants shall

- 1) Possess a Certificate of satisfactory completion of an approved Medical Assistant training curriculum;

AND

- 2) Possess a Certificate of satisfactory completion of an approved phlebotomy training program.

AND

- 3) Be at least 18 years of age

Knowledges/Skills/Abilities

A combination of experience, education and/or training which substantially demonstrates the following knowledges, skills and abilities:

Thorough knowledge of:

1. Vital signs, including normal temperature, blood pressure readings, and respiration of healthy adults, adolescents, children and infants.
2. Cardiopulmonary resuscitation methods, practices procedures

Working knowledge of:

1. Outpatient patient procedures.
2. Appropriate equipment required in performing specific medical procedures.
3. Basic medical and nursing terminology.
4. Proper operation of electrocardiographic equipment
5. Policies and procedures employed in admitting, transferring and discharging a patient
6. International Classification of Diseases, 9th revision or later; and Current Procedural Terminology, 4th revision or later; diagnosis and medical visit coding for billing and statistical preparation.

Some knowledge of:

1. Procedures, practices and requirements for patient charting and outpatient procedure coding

Skill to:

1. Communicate clearly and follow oral and written instructions;
2. Perform EKG's, give medications, draw blood, administer skin tests and immunizations, measure weight, height and blood pressure, perform basic lab tests to include hematocrit, hemoglobin, urinalysis, stool tests, etc.
3. Perform clerical functions such as scheduling appointments, answering telephones, typing and filing;

Ability to:

1. Recognize potential problems and make corrections.
2. Prioritize similar and/or conflicting responsibilities and tasks.

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3. Establish and maintain a warm and caring atmosphere with injured and ill patients from diverse social and cultural backgrounds.
4. Establish and maintain cooperative working relationships with those contacted through the course of work.

EXAMPLES OF EXPERIENCE/EDUCATION/TRAINING

The knowledges, skills and abilities listed above may be acquired through various types of experience, education or training, typically.

Education: Graduation from an accredited Medical Assistant Program, which included training in venipuncture.

REQUIRED CONDITIONS OF EMPLOYMENT

As a condition of employment, Medical Assistants may be required to:

1. Work alternative shifts including evenings and weekends.
2. Obtain within 45 calendar days of employment, a cardiopulmonary resuscitation certificate.

PHYSICAL AND SENSORY REQUIREMENTS

The physical and sensory abilities required for this classification include:

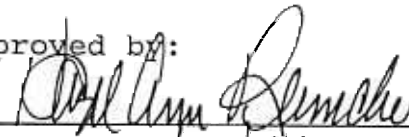
1. Ability to hear conversations in person and on the telephone, and to take blood pressure.
2. Ability to speak clearly and with a volume required to carry on clear conversations in person and on the telephone.
3. Manual dexterity needed to operate the instruments used to check patients' temperature and blood pressure and to collect specimens.
4. Ability to see well enough to check patients' temperature and blood pressure, and to view test results.
5. Physical stamina and mobility to walk, stand, stoop, reach, bend and lift for long periods of time to treat patients.

CLASS HISTORY

Class Code: 50U42
Established: December 1988
Revised: November 1994

FD:lm
3/27/95

Bargaining Unit: H
EEO Category: SM

Approved by: 

Date 3/28/95
