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## **MEDICAL ASSISTANT (MA)**

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**REPORTS TO:** Clinic Operations Director  
**FLSA CATEGORY:** Full Time/Non-Exempt  
**EEO CATEGORY:** Administrative or Support Staff

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### **POSITION DESCRIPTION**

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The Medical Assistant (MA) is responsible for maintaining good and timely patient flow through the clinic; for maintaining safety standards using protective devices, hand washing, universal precautions and other infection control measures. The MA prepares examination rooms for patients keeping the rooms neat clean and appropriately stocked; cleans and sterilizes instruments using the autoclave, disposes of contaminated supplies, and sets up medical laboratory equipment as required. The MA informs providers of the clinical record of communication with patients concerning health matters, verbally and through EMR system and assists providers in maintaining accurate EMR records. The MA assists providers in examining and treating patients by handing them instruments and materials or performing tasks as directed. The MA may assess a patient's needs and provide medical information per provider orders and provide the Patient Advocate/Scheduler the preferred time frame for patients needing emergent or urgent appointments.

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### **ESSENTIAL FUNCTIONS**

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1. Shows patients to the examination room and prepares them for the provider. Obtains assessment of patients: measure and record patients height, intake and output and BMI; measure and record chief medical complaint and present illness, emotional status, social history and vital signs including blood pressure, oxygen saturation, respiratory rate, pulse, temperature, and pain level. Communicates assessment of the patient's needs to the provider and develops appropriate interventions under provider's direction.
2. Uses verbal and non-verbal communication with patients and their families and recognizes non-verbal communications in patients and their families. Observes, reports and records symptoms and changes in data, family comments in response to care, environmental situations and behaviors related to the plan of care in a timely manner.

3. Delivers accurate messages from patient to provider and provider to patient including requests for medication refills and questions about medications, treatment or care. Enters refill requisition into EMR in accordance with protocol, routes it to the appropriate provider and follows up on refill per provider recommendation.
4. Performs diagnostic procedures as ordered by provider including vital signs, physical screening exams, venipuncture, and collection of blood, tissue or other laboratory specimens; logs specimens, performs/prepares them for testing and documents findings. Reviews results of laboratory and other diagnostic work and reports abnormal results to the provider.
5. Performs the operation of electrocardiogram (EKG), spirometer, (if certified), glucometer and other equipment to administer routine diagnostic tests under the direction of licensed professionals.
6. Provides patient with appropriate educational materials following the assessment of the patient or for pre-op and answers questions.
7. Administers intramuscular, sub-q, and intradermal injections.
8. Under direction and supervision of the provider, performs basic wound care and dresses wounds, cast/splint application or removal and suture removal.
9. Assists patient with self-administration of medications including nebulizers, PO and PAP medications.

## **RESPONSIBILITIES**

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*Other Duties/Responsibilities:* As assigned.

*Supervision Received:* Reports to the Clinic Operations Director

*Supervisory Responsibilities:* No direct reports.

*Budgetary/Fiscal Responsibility:* None.

*Policy and Procedure Interpretation and Development:* Responsible for becoming familiar with and complying with all HealthWorks policies and procedures.

*Contact with Others:* Daily contact and cooperative work with the healthcare delivery team, front desk and eligibility staff; daily contact and interaction with patients and their families. Attends and participates in departmental meetings.

## **JOB REQUIREMENTS/EXPERIENCE**

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**Education:** Minimum of High School Diploma and a certificate of completion of training as a Medical Assistant.

**Knowledge, Skills, and Abilities:** Ability to accept delegation, instruction and supervision from a licensed provider. Must be able to organize work by priority and accept responsibility for actions and inform the provider of ability or inability to perform tasks. Ability to contribute to the planning of patient care, work with other members of the health care team to provide optimum care and report unsafe, neglectful or abusive care.

**Experience:** Six (6) months prior experience as a medical assistant is preferred. Computer skills are required. Experience with EPIC medical records system is preferred.

**Licenses/Certifications:**

- Medical Assistant Registration or Certification and current BLS Certification is required.
- Covid-19 vaccination is a condition of employment. Proof of vaccination by a third party must be provided to HealthWorks by the date of hire. Per HealthWorks policy, requests for medical or religious belief exemptions may be submitted for consideration and approval.

## **BEHAVIORAL EXPECTATIONS**

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**Clinical Quality and Patient Safety**

- Assumes personal responsibility for providing quality service, comfort and responsiveness as perceived by patients, visitors, physicians, and co-workers.

**Service Excellence**

- Exhibits reliability and dependability. Reports to work on time and as scheduled. Demonstrates the willingness to accept other tasks as assigned. Exhibits ethical behavior and honesty.
- Demonstrates a commitment to individual growth and expansion of knowledge. Recognizes the value of teamwork and works cooperatively with others.
- Demonstrates a commitment to HealthWorks' mission, vision, and values.

## **PHYSICAL REQUIREMENTS**

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1. 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 upon request to enable individuals with disabilities to perform the essential functions.
2. Ability to speak, understand, and communicate the English language effectively. Ability to hear adequately on the phone or in person and group settings.

3. Ability to work in front of a computer screen and keyboard, sitting and/or standing up to 8-10 hours per day (possibly longer if overtime is required).
4. Ability to work in normal office environment conditions and with various office equipment (i.e. computer, keyboard, mouse, calculator, copier, printer, fax, scanner, telephone). Mobility necessary to access various offices and a wide variety of meeting settings.
5. Mobility necessary to perform a variety of tasks that involve standing, walking, sitting, stooping, kneeling, bending and twisting, occasionally climbing stairs or using an elevator, possibly reaching chest high and overhead for materials.
6. Possess faculties, mobility and ability necessary to access research and interpret information from a variety of media (e.g., computer screen, projected images, printed material) and individuals.

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### **WORK ENVIRONMENT**

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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

All HealthWorks facilities are non-smoking.

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### **EXPOSURE TO HAZARDS**

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Housekeeping products, sterilization equipment and chemicals, needles, high noise levels caused by dental equipment, chemicals found in dental materials and products, such as acids and disinfectants, biological hazards such as blood borne pathogens, infectious diseases, contaminated wastes, saliva, and radiation.

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### **HOURS OF WORK / ATTENDANCE REQUIREMENTS**

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Hours of work may vary, regular attendance is required.

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### **TRAVEL**

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No travel required

## BLOOD/FLUID EXPOSURE RISK

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### **Blood/Fluid Exposure Risk: (Check the appropriate category)**

- Category I:** Tasks routinely involved in potential for mucous membrane or skin contact exposure to blood, fluids, or tissue. Use of personal protective equipment (PPE), when appropriate, is required.
- Category II:** Usual tasks do not involve exposure to blood, body, fluids or tissues but job may require performing unplanned Category I tasks.
- Category III:** Tasks involved no greater exposure to blood, body fluids or tissues than would be encountered by a visitor. Category I tasks are not a condition of employment.

Signature below acknowledges that I have received a copy of my job description and my supervisor has discussed it with me.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date