BENTON COUNTY POSITION DESCRIPTION

CLASSIFICATION	BAND	GRADE	SUBGRADE	FLSA STATUS
Health Care Technician	B	2	1	Non-Exempt

POSITION TITLE:	**Medical Assistant On Call**	**POSITION#:**	500583
☐**New** ☒**Revised**	**Date:**	**11/16/2021**	
SERVICE TYPE:		Non-Rep	

Employee Name:		**Department:**	**Health Center**	**Supervisor:**	Health Center Manager
FTE:	.10	**Employment Status:**	Temporary/On Call		

Position Summary:

The Medical Assistant (MA) assists health care providers deliver primary care to clients of the Community Health Center by preparing patients for physical exams, recording health information, collecting specimens, performing screening tests, and performing administrative/clerical duties related to the patient care process. MA's work in a patient centered, team based care delivery model serving a diverse patient population. This position provides support to proactive patient care and care coordination.

Essential Duties:

No.	Major Functional Area (MFA)	% of Time
1	**MFA:** Clinical Support to Care Delivery **Essential Duties:** • Greet patients and instruct on the visit process. Maintain patient safety and confidentiality at all times. • Prepare patients for examination; take vital signs, measurements, prepare equipment/instruments for use in the visit. • Obtain medical history, current medication list, and obtain necessary documentation related to examination i.e. test results and records. • Perform basic first aid and procedures, i.e. dressing changes, suture removal, ear lavage, etc. and assist provider in clinic procedures according to established protocols utilizing universal precautions. • Determine immunization status for clients and administer vaccines and other injections according to protocol. • Perform venipuncture and/or finger sticks. Collect, prepare, and process specimens. Set-up specimens for microscopic exam. Perform CLIA-waived in-office testing and screening; i.e. hemoglobin, pregnancy test, urine tests, rapid strep screen, etc. Record test results in medical records and laboratory logs. • May provide backup coverage at other clinic locations when needed.	60%

2	**MFA:** Communication, Education, Coordination **Essential Duties:** • Manage provider schedule on a daily basis with advance scrubbing of charts; anticipate patient and provider needs. Effectively communicate with the provider and team members to maximize efficiency and flow of schedule. • Provide timely response to patient questions; follow provider protocols when communicating with patients. • Access translations services and/or use bi-lingual skills for non-English speaking patients. • Use electronic health records (EHR) to proactively manage patient care. Document in the patients record in a timely manner according to protocol. Use EHR proficiently; schedule appointments, enter results, abstract outside results, prescription refill requests. • Process in-basket requests, follow-up, and document actions in a timely manner. • Provide health education and instructions as determined by providers and team members, with consideration to patients understanding and literacy level. • Support patients in achieving their self-management goals; demonstrate respect for patients culture and beliefs. • Provide panel management responsibilities including; assuring provider panels are current, managing PCP transfers, proactive scrubbing of panels for recall and follow-up. • Contribute to the development and implementation of procedures and protocols.	20%
3	**MFA:** Clinical Area Maintenance **Essential Duties:** • Clean, maintain and stock exam rooms. • Inventory and anticipate use of medical supplies and maintain needed quantities. • Properly clean and maintain autoclave. Pack and sterilize instruments according to protocol. • Monitor refrigerator temperatures and maintain logs. • Monitor vaccine and medication storage; maintain quantity and viability of supply. • Maintain laboratory to regulatory standards and conduct quality assurance tests and documentation as needed and maintain laboratory logs and manuals. • Run laboratory controls to assure accuracy of testing method and machines.	20%
	Other Duties As Assigned	
Percentages should total 100%		**100%**

Special Requirements:

State or Federal recognized Medical Assistant certification or equivalent level of experience and/or education required. Driver's License

Physical Requirements:

Physical Demands

While performing the duties of this job, the employee is frequently required to stand, walk, sit, reach with hands and manipulate equipment, as well as lifting and moving objects, equipment and supplies. The employee must occasionally lift and/or move up to 25 pounds. Lifting up to 40-50 pounds may occasionally be required, depending on the specific style or type of care provided. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus

Work Environment

The employee works in well-lighted, clean environments. The noise level in the work environment is quiet to moderate. Constantly interacts with other people and may have to handle several responsibilities at once. **Check the following that applies to this position**: The employee may occasionally: ☒ work with angry or hostile clients or members of the public, ☒ work with toxic substances and biohazards, and ☒ exposure to communicable and infectious illnesses.

Emergency Preparedness:

Benton County is committed to emergency preparedness planning and implementation, and disaster recovery. In the case of a Health Department, County, State, Federal or other emergency or disaster, this position may be called upon to assist in responding. This may require the assignment of additional responsibilities, depending on the circumstances. These responsibilities could include unscheduled temporary changes in work schedule and/or work duties, including evenings and weekends, work relocation, overtime, working with other community agencies such as the local Fire Department, hospitals, the Red Cross and other emergency responders. The ability to be flexible is critical in our overall response to the emergency or disaster. Under Emergency situations this position may be called in to work, supporting Administration in regular duties or other work as assigned. Per County personnel policy, this position may be included in the agency's essential personnel for emergency/disaster response.

Quality Improvement Participation:

Employees are expected to participate in improving BHS' performance, processes, and programs through quality improvement activities, use of the PDSA model and participating on QI teams as assigned.

NOTE: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Employee:_____ Date:_____

Immediate Supervisor:_____ Date:_____