

## **Bradley-Polk Walk-In Clinic**

### **JOB DESCRIPTION**

**JOB TITLE: Medical Assistant**

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**SUPERVISOR:** Chief Medical Officer/Director of Clinic

**EXEMPT POSITION**

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### **POSITION SUMMARY:**

Utilizes medical and administrative skills to provide support to patients and health care staff. Job Responsibilities: Under the supervision of physician or nurse, assists with performing assessments and treatments. Performs basic diagnostic procedures and specimen collection and documents patient care given. Monitors and communicates changes in patient condition. Injects specific medications under direction of physician/provider. Maintains equipment and medical supplies, including reordering, stocking, cleaning and troubleshooting. Maintains examination areas. Performs administrative or clerical duties as assigned, including filing, reception, scheduling, data entry and patient registration. Other duties as assigned.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### **Administrative responsibilities include:**

- Ⓜ Scheduling and coordinating patient appointments
- Ⓜ Assisting patients on the phone and in person
- Ⓜ Setting up referrals for surgical procedures or laboratory testing
- Ⓜ Setting up referrals to specialists
- Ⓜ Communicating patient messages to doctors
- Ⓜ Entering and updating patient information in EMR/billing systems
- Ⓜ Filing of patient charts
- Ⓜ Verifying insurance coverage for procedures and medications
- Ⓜ Explaining medical procedures to patients
- Ⓜ Sending prescriptions to pharmacies
- Ⓜ Entering billing codes in billing software
- Ⓜ Maintaining and ordering office and medical supplies

#### **Clinical responsibilities include:**

- Ⓜ Capturing and noting vital signs (blood pressure, heart rate, temperature, respirations, O2 saturation)
- Ⓜ Updating patient medical and family history (weight changes, surgeries, medications, diagnoses, allergies, concerns, births, deaths, family medical conditions)
- Ⓜ Assisting with clinical procedures by preparing instruments and sealing and labeling specimen samples (colposcopy, pap smear, mole removal, fluid aspiration)
- Ⓜ Wound care (bandaging, removal of bandages, cleansing, flushing, medicating)
- Ⓜ Suture removal
- Ⓜ Immunization administration (Prevnar, hepatitis B, RotaTeq, MMR, Tdap, Hib, IPV, seasonal influenza, H1N1, varicella, MCV4, HPV/Pneumovax)

- Ⓟ Drawing blood samples
- Ⓟ Medication administration (bolus injections used to jumpstart oral antibiotics for viral and bacterial infections)
- Ⓟ Patient education (dietary restrictions, medication administration and interactions)
- Ⓟ Sterilizing exam rooms

**SKILLS and ABILITIES:**

1. Ability to demonstrate compassion and caring in dealing with others; communicate clearly, and possess interpersonal skills in order to establish/maintain cooperative relationships with patients, provider's and staff.
2. Knowledge of medical specialty and specific assisting tasks related.
3. Accuracy and efficiency in task completion utilizing planning and organization; navigate and comprehension of computer software systems in office setting.
4. Must maintain knowledge of clinic policies and procedures and medical terminology as related to the job. The job holder must demonstrate current competencies applicable to job position

**EDUCATION AND/OR EXPERIENCE:**

Must be a graduate from an accredited Medical Assistant Program. Current demonstrated clinical proficiency with phlebotomy required. Completion of a clinical externship.

Experience: Minimum of one year healthcare experience in a similar setting preferred.

Licensure/Certification/Registration: Medical Assistant. CPR/First Aid  
Possession of a valid Tennessee Driver's license.

**PHYSICAL DEMANDS:**

Visual/hearing ability sufficient to comprehend written/verbal communication.  
Ability to perform tasks involving physical activity, which may include lifting of supplies, equipment, or babies and small children; extensive bending, standing, walking or sitting may be required.

Ability to deal effectively with stress.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT:**

The noise level in the work environment is usually moderate.