

Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612



Job Code: 6983
Grade: 12

Standard Job Description

<u>Job Title</u>	<u>Department</u>
Medical Assistant-Bilingual	Ambulatory Community Health Network

Job Summary

Under the supervision of licensed personnel, the Medical Assistant (MA) works in cooperation with other clinic or facility health care and administrative professionals to provide continuity of care to the patient. The MA performs both clinical and administrative duties to support physician, nurses and administrative staff in the PCMH model of care and Specialty Clinics.

Typical Duties

- Obtains medical history, vital signs, including but not limited to blood pressure, height and weight, BMI, head, neck and chest circumference, pain and accurately and legibly documents the medical history. Reviews patient or employee medical records for completeness. May assist patients in completing relevant forms.
- Prepares patient rooms for medical visits. Maintains cleanliness and general appearance of exam rooms. Cleans rooms after each patient visit and disposes of potentially infectious materials appropriately.
- Assists with clerical and administrative duties such as answering phones, sorting medical charts, retrieving lab reports, scheduling appointments, billing and maintaining or obtaining current demographic and insurance information. Completing compliance reports as requested.
- Performs a variety of laboratory procedures, including but not limited to finger stick glucose, veni-puncture, EKG's, urine dipsticks, urine pregnancy test, throat cultures, point of care testing and I-stats. Logs test and controls and accurately documents in medical records.
- Assists physician with physical exams, minor surgical procedures and treatments, such as dressings and ear irrigations and administers oral medications and injections following physician order. Accurately documents oral and injectable medical administration in the medical record.
- Performs phlebotomy service and prepares specimens as directed. Prepares, administers and documents immunizations on the client's medical record.
- Administers first aid and other related procedures including removing and changing dressings, applying bandages, removing sutures, etc.
- May be required to perform cardiopulmonary resuscitation.
- Provides an accurate and complete medication list for patients.
- Refills or orders medications for patients and secures provider signature or authorization for reordered or refilled medication.
- Supports the provider staff with completing referrals for diagnostic testing and specialist following the providers order.
- Receives, organizes and stocks clinical supplies. Maintains inventory of medical supplies and providers for secure storage of medicine samples delivered by pharmaceutical representatives. Checks medication samples for expiration dates and maintains dispensing records.

Typical Duties continued

- Performs equipment sterilization at site or prepares equipment for transfer to another facility for sterilization. Maintains clinical equipment and reports malfunctions to the staff physician or clinical coordinator.
- Demonstrates knowledge and skill in interfacing with patient behaviors and health issues for a variety of age groups including children adolescence, adults and geriatric patients.
- Performs other related duties as required.

Reporting Relationships

Reports to the Ambulatory Clinical Manager

Minimum Qualifications

- Associate's degree as a Medical Assistant from a CAAHEEP (Commission on Accreditation of Allied Health Education Programs) approved program **OR** equivalent from an accredited Medical Assistant program or formal medical service training program of the United States Armed Forces
OR
Five (5) years of recent full-time professional Medical Assistant experience
- Certificate as a Medical Assistant through the American Association of Medical Assistants **OR** Certified as a Registered Medical Assistant
- CPR Certification from the American Red Cross or American Heart Association
- Bilingual English/Spanish

Preferred Qualifications

- One (1) year of experience as a Medical Assistant or in a related clinical capacity within a healthcare environment

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge and familiarity utilizing Microsoft Office Suite (i.e. Word, Excel)
- Working knowledge of medical terminology
- Strong interpersonal skills
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Demonstrate awareness of HIPAA
- Demonstrate sensitivity and respect in caring for patients of all age groups and cultural backgrounds
- Demonstrate analytical and problem solving skills
- Demonstrate attention to detail, accuracy and precision
- Demonstrate flexibility and adaptability in performing work duties
- Strong emergency response skills
- Ability to observe environmental and OSHA safety practices
- Ability to transition from clinical to administrative duties
- Ability to meet deadlines
- Ability to update educational requirements per licensing association or as required by CCHHS

Type of Working Conditions	In general, position exists in a medical office work environment. Frequently exposed to various hazards of patient care.
Equipment used:	Standard medical equipment such as stethoscope, blood pressure cuff, electronic and emergency equipment, EKG, Centrifuge, Nebulizer, various monitoring devices (Cholesterol, Glucose, INR) as well as various office related equipment (computer, fax machine, copy machine, etc.)
Physical Demands:	The incumbent stands and walks 80% of the day. May be required to lift/push/pull up to 25lbs. Constantly uses both hands and fingers for handling.

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval: Debra S. Carey 9/27/17
 Debra Carey Date
 Chief Operating Officer, Ambulatory Services

Approval: _____
 Gladys Lopez Date
 Chief Human Resources Officer