

# HAWAII HEALTH SYSTEMS CORPORATION

## **Job Description**

## **Medical Assistant**

(Position Description, Class Specification & Minimum Qualification Requirements)

<b>Entry Level Work</b>	<b>HE-05</b>	<b>6.855</b>
<b>Full Performance Work</b>	<b>HE-07</b>	<b>6.856</b>

### **Function and Location**

This position works in an outpatient clinic or hospital and assists the clinical licensed staff by performing a variety of tasks to ensure that necessary patient care and related technical work are provided. The position may be required to work on shifts, including evenings, and weekends and holidays.

### **Key Duties and Responsibilities**

1. Prepare and administer prescribed selected medications (e.g., oral, rectal, inhalation, subcutaneous, intradermal, intramuscular, ear, nose, eye, topical, intravesicular, and vaginal), record time and amount administered in patient's chart; observe patient for reactions to medication; document observations and report changes to licensed personnel.
2. Determine proper vaccine intervals based on CDC guidelines, and administer age-appropriate immunizations as directed by a licensed provider.
3. Prepare patients for examination by dressing and gowning them for the examination. Assist physicians as needed in the examination or treatment of the patient (e.g., turn patient, hand instruments to physician, etc.).
4. Obtains patient history and vital signs; documents into record. Takes temperature, pulse, respiration, blood pressure, height and weight; accurately record on appropriate forms in patient's chart and report all abnormal readings or sudden changes to licensed personnel.
5. Assists licensed personnel with procedures and/or treatment, and other clinical activities; ensures the appropriate paperwork is signed by patient; the room is prepared with the appropriate equipment, supplies, and medications.
6. Collect and examine specimens and conduct point of care testing as needed. Label specimens appropriately, document within the EMR, and prepare for diagnostic send out to the laboratory. Report all abnormal results to licensed personnel.
7. Perform urinary catheterization via sterile technique and collect necessary specimens for evaluation.

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8. Perform skin preparations for application of aseptic dressings; apply slings and ace bandages. Fit and instruct patients in the use of crutches; apply eye patches; and assist with casting.
9. Remove sutures and/or staples as directed by a licensed provider.
10. Apply oxygen via nasal cannula, simple mask and/or nebulizer mask, as directed by licensed personnel.
11. Set up and perform EKG monitoring or other cardiac monitoring systems.
12. Carry out cardiopulmonary resuscitation on patients in cardiac or respiratory arrest. Respond to emergency codes.
13. Provide patient specific education as directed by licensed personnel.
14. Trains new employees and acquaints them with their responsibilities, department and administrative policies, safety, fire and emergency procedures.
15. Answer phones, take messages, documents within the EMR using SBAR format, pass information to other staff, and generally assist with all duties of clinic as appropriate.
16. Respond politely to all patient requests and inquiries.
17. Communicate and interact with patients, families and co-workers in a positive, courteous, and respectful manner.
18. Adapts to changing clinic needs and supports clinic, hospital philosophy, goals and objectives.
19. Monitor and maintain environment of care safety checklist items, and daily/weekly equipment checks. Send completed lists to quality management department every month.
20. Inspect oxygen levels in tanks and replace as necessary. Ensure that reserve supply of tanks is available.
21. Adhere to safety/infection control policies and procedures. Report unsafe equipment, remove from use, communicate with responsible department according to policy, and assure follow-up.

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22. Assures that all equipment necessary for provision of care is readily available and in working order to include cleaning, packing, autoclaving equipment as needed.
23. Maintain a clean, well-stocked, safe environment for patients and staff. Keep patient care and utility areas neat and organized.
24. Use the principles of growth and development of each patient's age-specific needs and assists in providing age-specific treatment and care.
25. Uses the principles of pain management in assisting each patient to be as comfortable and pain free as possible.
26. Uses knowledge of different cultural specific needs of each patient in assisting in treatment and care.
27. Reports incidents and unusual occurrences according to department policies.
28. Maintain the strictest confidentiality of all facility and facility-related employee information.
29. Follows and maintains clinic practices and procedures within all applicable rules, policies, laws, regulations and accreditation requirements.
30. Participates in all departmental activities including, Joint Commission, Safety programs, Disaster Drills, Performance Improvement, Infection Control and any other requirements that are assigned or directed by management.
31. Maintains competencies through continuing education and credentialing, in-services and/or unit/hospital competencies within appropriate time frame.

### **Other Duties**

In addition to the key duties and responsibilities, this position may be assigned to:

Schedules and confirms appointments, process referrals, contacts patients for follow-up and/or instructions; obtain insurance pre-authorization prior to performing a procedure, scheduling a diagnostic study, and processing non-covered medications or treatments; understands billing procedures and obtains all necessary information to ensure bills are paid in a timely and accurate manner; remains current with changes in insurance plan guidelines or regulations, and

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communicates these changes to physicians and staff; transfers and transports patients as needed; observe and watch patient at all times, providing a safe environment through proper care and handling; notify appropriate personnel of patient's arrival to insure continuity of care and proper identification and observation; clean rooms and equipment; maintain patient flow; assist other clinical staff as needed; and perform other related duties as assigned.

### **Knowledge and Abilities used in Performing Key Duties at the Full Performance Level**

Demonstrated proficiency in the application of all of the knowledge and abilities, specified below for the Full Performance level, in providing the full range of services to a caseload of patients. Knowledge of the policies, procedures and work rules of the work site.

### **Controls Exercised over the Work**

A licensed clinical staff, (i.e., LPN, RPN, Physician, etc.) provides supervision to the position.

**Instructions Provided:** Entry level employees are provided specific and detailed instructions; full performance employees are provided general instructions, and specific instruction in new and unusual situations.

**Assistance Provided:** Entry level employees are provided close guidance in performing tasks; full performance employees perform work independently, receiving specific guidance only in new, unusual, or emergency situations.

**Review of Work:** Entry level employees receive close and frequent review of work performed; the work of full performance employees is reviewed periodically to ensure that acceptable practices are followed.

### **Prerequisite Qualifications Required for Entry Level**

**Experience and Essential Knowledge and Abilities:** One (1) year of work experience which involved independently observing and reporting a variety of physical and/or mental symptoms and conditions and implementing care and/or treatment procedures for a case load of patients. Such experience must have demonstrated knowledge of basic clinical skills (i.e., taking vital signs, measuring output, recognition of abnormal signs and symptoms, etc.); first aid; patients' rights; universal precautions; infection control; body mechanics'; basic medical terminology; and the ability to read, write, speak and understand simple sentences in English; follow oral and written instructions

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precisely; and assist in providing paraprofessional nursing care to patient receiving care on an outpatient basis.

### Substitutions Allowed:

1. Completion of a professional nursing curriculum from an accredited school substitutes for the experience required for the entry level.
2. Current certification as an Emergency Medical Technicians (EMT), Advanced Emergency Medical Technicians (EMT-A) or Paramedic (EMT-P) substitutes for the experience required for the entry level.
3. One (1) year of work experience as a dental assistant as described in the Dental Assisting National Board (DANB) for Hawaii substitutes for the experience required for the entry level.

### Certification Required:

1. Medical Assistant Certification (CCMA) from the National Healthcare Association (NHA); Certified Medical Assistant (CMA) from the American Association of Medical Assistants (AAMA); Registered Medical Assistant (RMA) from the American Medical Technologists (AMT); or National Certified Medical Assistant (NCMA) from the National Center for Competency Testing (NCCT) must be obtained at time of appointment.
2. Basic Life Support (BLS) for Healthcare Workers must be obtained within six (6) months of employment.

**Physical Requirements:** All employees must be physically able to perform the essential duties of the position. The general types of physical abilities involved, and examples of the tasks requiring these abilities, follows:

**Sensory:** Read typewritten and/or handwritten orders and notes in patient charts; observe changes in patient skin color; hear through a stethoscope to measure a patient's blood pressure and listen for heart and lung sounds.

**Coordination and Dexterity:** Apply dressings, slings and bandages; possess good bilateral hand and finger dexterity in order to assist physician and/or nurse.

**Strength and Stamina:** Ability to stand, walk and stoop for extended period of time; lift, transfer, reposition, move patients; and subdue uncontrolled patients

**Mobility:** Move freely throughout the work setting and respond to emergency situations quickly.

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### **Prerequisite Qualifications Required for the Full Performance Level**

In addition to the Entry Level Qualifications Required of All Employees:

**Experience and Essential Knowledge and Abilities:** One (1) year of progressively responsible work experience as a Medical Assistant in an Outpatient Clinic or similar health institution setting assisting professional licensed clinical staff in the provision of care to outpatient patients. Such experience must have demonstrated knowledge of emergency medical practices, techniques and procedures; functional anatomy and human physiology.

### **Substitutions Allowed:**

1. Current license as a Licensed Practical Nurse substitutes for the experience required for the full performance level.
2. One (1) year of work experience as an EMT or Paramedic substitutes for the experience required for the full performance level.

**Desirable Qualifications:** Ability to handle emergency situations in a calm manner; ability to communicate and work effectively with distraught or agitated individuals.