

JOB DESCRIPTION
BOULDER MEDICAL CENTER, P.C.-BOULDER, COLORADO

Department
Nursing

Job Title
Medical Assistant

JOB SUMMARY

Under general supervision of the Director of Nursing Services and/or Unit Coordinator and guidance and direction of provider, assists provider in a variety of patient care duties, and performs related clerical duties in accordance with area assigned.

JOB RESPONSIBILITIES

SECTION 1 - MEDICAL ASSISTANT SKILLS

60%

A. CLINICAL SKILLS

1. Recognizes, evaluates, and responds to emergency or unusual situations in the clinic using judgement within skill level to obtain additional help, if needed, to ensure medical care.
2. Prepares examinations/treatment rooms for physician/provider's use by ensuring that appropriate supplies, equipment, and instruments are available and ready on a daily basis.
3. Maintains examination/treatment rooms in a neat and orderly manner.
4. Assists as needed and/or instructs the patient in preparation for physician/provider's examination and/or specific treatment.
5. Assists physician/provider with examination by anticipating needs for instruments and supplies (e.g., minor surgery, pelvic examinations, diagnostic procedures, etc.)
6. Performs routine procedures within skill level and certification per physician/provider's order.
7. Collects specimens from patients per visit protocol or provider's order in accordance with CLIA performance standards. When ordered, performs and documents waived/non waived testing in both the electronic record and CLIA paper log. Correctly labels laboratory specimens prior to sending to the laboratory verifying lab order has been entered into patient's electronic record. When required, prints out requisition from patient's medical record to accompany specimen to lab.
8. Records all medical information in patient's electronic record (i.e. vitals signs, treatments, special procedures, and/or instructions), according to BMC Nursing/Departmental Protocol Manual requirements.

9. Administers, documents in the electronic medical record for all prescribed, OTC medications and drug samples, according to BMC Nursing Protocol Manual requirements.
10. Submits electronically/faxes new prescriptions and refill prescriptions according to physician/provider orders in a timely manner. Records all new prescription and refill information in the electronic medical record according to BMC Nursing Protocol Manual requirements.
11. Provides additional basic instructions and basic information to patients regarding medical care as ordered by physician/provider (i.e., use of crutches, use of specific medications, etc.)
12. Teaches basic procedures to patients and their families regarding specific outpatient medical care within own skill limitations as ordered by the physician/provider.

B. COMMUNICATION SKILLS

13. With physician's approval/order refers the patient to in-house and community support services.
14. Informs patient advocate or coordinator when potential problem is communicated by patient regarding physician-patient relationship or regarding patient concern with care rendered by provider.
15. Calls patients with test results and follow up care or instructions per provider order within department guidelines for skill level. Documents call details in the electronic telephone call template

C. PATIENT CONFIDENTIALITY

16. Keeps all patient information confidential, including staff and providers who are patients.
17. Maintains patient confidentiality in discussing pertinent information that may be needed by fellow staff members.
18. Maintains discretion in reporting patient information to appropriate staff member(s). (Displays sensitivity by choice of location for conversation and limits the amount of detail shared to minimum necessary.)

D. PROFESSIONAL MANNER

19. Displays professional behavior at all times (manner, dress, language, treating all patients equally, limiting personal information shared with patient).
20. Greets all patients equally in a professional manner, exhibiting friendliness, concern and courtesy.

21. Reacts in a positive manner to customer/patient concerns (i.e. remains calm and displays empathy).

E. TELEPHONE SKILLS

22. Identifies self by name when answering telephone. Retrieves messages from phone mail in a timely manner and responds to patient's needs.

23. Documents all incoming calls on paper phone log and transfers information to the electronic telephone Template prior to "tasking" provider. Responds appropriately within skill level and seeks provider advice when responding to patients regarding medical care.

24. Refers unusual circumstances appropriately to the Physician/Provider, the Business Office or the Patient Advocate.

25. Understands and utilizes features of the telephone and phone mail system (i.e., hold, transfer, forward, creation and changing of phone mail greetings, etc.)

F. CLERICAL SKILLS

26. Participates in on-going Electronic Medical Records learning opportunities. To facilitate BMC's Quality Assurance standard, stays current with latest EMR functionality changes.

27. Utilizes appropriate template for specific testing requested according to standard procedures and physician/provider orders.

28. Utilizes insurance information (coding books, etc.) when referring patients, scheduling or precertifying procedures to facilitate optimum patient care.

29. Efficiently operates computer, fax machine, telephone system, copier and performs numerous other clerical and technical duties, in accordance with current procedures.

30. According to department/provider protocol, reviews and/or properly prepares patient and/or hospital charges for medical services rendered and submits all charges in a timely manner to data processing.

31. Maintains electronic tickler system for reminders and specific physician/provider concerns. Accepts responsibility for patient follow up based on tickler file directions.

32. Takes responsibility to utilize timecard, punch in and out, as required, and when applicable, enter department number in time clock if working for another provider or department.

33. Maintains neat and clean work area.

34. Assures availability of supplies and equipment relative to medical assistant area.

G. MAINTAINING SKILLS AND KNOWLEDGE

35. Participates in continuing education to maintain current standards of patient care and education relevant to position. (Attach list of seminars or meetings attended.)
36. Seeks out work related learning opportunities and shares work related knowledge with peers. (Make a statement as to what opportunities and with whom you shared your new knowledge.)
37. Identifies strengths and weaknesses in own work to improve work performance. Remains aware of goals set annually and works toward accomplishing these goals.
38. When applicable, maintains current national medical assistant certification on file with BMC. Completes or keeps existing BCLS certification. (Attach copy of current license, BCLS certification and other certifications.)

SECTION II - PERSONAL ATTRIBUTES

20%

1. Maintains a flexible, open attitude in regard to job and clinic change.
Contributes to teamwork necessary to complete BMC and department functions, even if the approach or solution is not the easiest for the department, but is the best solution for the clinic.
2. Makes an effort to accommodate the customer/patient. Displays awareness of the importance of patient access by opening telephone and voice mail during regular working hours. Displays a helpful, can-do attitude when addressing the needs of others.
3. Dependable and uses good judgment in organizing and setting priorities for use of time at and away from work station
4. Adjusts work schedule to meet priorities/emergencies.
5. Plans time to finish tasks in available work hours; checks with supervisor and requests approval, if overtime may be necessary.
6. Ensures patient follow-up in a timely manner.
7. Adheres to BMC policies as stated in the Employee Handbook regarding working hours, lunch breaks, parking and all other policies.
8. Displays judicial use of PTO for full time employees for illness and vacation by following BMC policies regarding absences and requests for time off. Judicial time off for illness and vacation requests for part-time employees to ensure minimal impact on home department.

9. Adheres to BMC dress code as stated in the Employee Handbook. Dress reflects professional image for the organization when in the facility and on the clock.
10. Wears photo ID badge with photo visibly displayed when on duty.
11. Offers to help others. Utilizes available time to assist other team members (inter or intra departmentally) or to further professional knowledge.
12. Works independently without direct supervision. Able to recognize when to involve coordinator and readily does so.
13. Works to resolve conflicts directly, quickly and completely. Displays ability to maintain energy level and emotional control at an even keel.
14. If applicable, cleans and sterilizes equipment and instruments, using disinfectants or autoclave, as required, following established procedures.
15. Accepts responsibility for attending OSHA, Compliance, and HIPAA training.
16. Refers to MSDS folder on desk top/tablets prior to handling any chemicals.
17. Demonstrates awareness of OSHA regulations regarding personal protection and patient safety by following universal precautions. Consistently wears protective equipment.
18. Follows CLIA regulations for testing, recording results, and maintaining quality control.

SECTION III - PERSONAL INTERACTIONS AND WORKING RELATIONSHIPS 20%

1. Works and communicates in a positive, cooperative, considerate and thoughtful manner with patients, co-workers, medical staff and management when providing information and services, when seeking assistance and when clarifying and resolving problems or improving workflow.
2. Communicates with receptionist and patients about delays in schedules and informs patients of delays greater than 15 minutes.
3. Cooperates with other health team members in organizing and scheduling lunch and break coverage, vacation, and time off requests.
4. Attends and participates in department, nursing services, and employee meetings.
5. Actively participates in identifying and offering solutions to problems for the improvement of the position, department, or BMC.

6. Participates in developing or revising departmental operating procedures.
7. Responds cooperatively to supervision. Capable of giving and taking criticism well.
8. Orients new personnel to the position, and as requested, trains new employees to adequately cover the position, utilizing department protocols, Nursing Protocol Manual etc.

JOB REQUIREMENTS

EDUCATION: Graduate of an accredited Medical Assistant Program preferred.

PREVIOUS EXPERIENCE: None required.

INITIAL TRAINING ON THE JOB: 1 Month

JUDGEMENT: Planning, initiative required-must be able to recognize and identify patient's symptoms and use appropriate professional judgment in course of action.

REQUIRED KNOWLEDGE, SKILL, ABILITIES:

Knowledge: Broad knowledge base of general nursing practice, knowledge of acute Practice based on skill level, licensure and scope of practice.

Skills: Good history-taking; quick, accurate assessments; strong computer skills; accurate and complete documentation; good organizational skills.

Abilities: To relate and communicate well with patients, to providers, and to staff. Demonstrates self-direction in establishing priorities and working with little supervision. Maintains high level of precision in judgment, accuracy of assessment, and skill in problem solving under stress based on skill level and licensure and scope of practice.

CONTACT WITH OTHERS: All Clinic Personnel, Patients, Pharmacists, Outside Physician Offices.

PHYSICAL REQUIREMENTS

Prolonged standing (More than 50%)
 Excessive walking (More that 50%)
 Kneel or squat repeatedly.

Heavy pushing or pulling.

Bend or stoop repeatedly.

Work with arms above shoulder level.

Lift more than 25 pounds: Occasionally _____ Repeatedly _____

Lift more than 40 pounds: Occasionally _____ Repeatedly _____

Have full use of both hands.

Ability to copy numbers in order.

Fine close work (i.e. small print and microscopic work).

Distinguish colors.

Irregular work hours (evening, weekends).

Good voice discrimination (ie. Telephone work).