

Title: Certified Medical Assistant
Department: Medical Department
Reports To: Director of Nursing
Directs: None
EEOC: Service Worker
FLSA Status: Non-Exempt

Summary

The primary function of the CMA is to provide direct and indirect support to the clinician in the delivery of patient care. The CMA prepares the exam room, chart, and patient to be seen by the practitioner and performs/implements orders for diagnostic tests. S/he accurately administers medications, including immunizations by all routes except IV. The CMA must function under the direct supervision of a physician, RN, or midlevel practitioner. The CMA is expected to consult frequently with the supervising practitioner and to inform the clinician of the information given or actions taken.

ChapCare's Expectations of all Employees

- Adheres to all ChapCare's Policies and Procedures
- Conducts self in a manner that represents ChapCare's core values at all times
- Maintains a positive and respectful attitude with all work-related contacts
- Communicates regularly with her/his immediate supervisor about Departmental and ChapCare concerns
- Consistently reports to work prepared to perform the duties of the position
- Meets productivity standards and performs duties as workload necessitates
- To train on all Learning Management Systems (LMS) by self-learning models from ChapCare's electronic medical records, EPIC/OCHIN.

Essential Duties and Responsibilities

- Performs data collection for assessment purposes under the direction of an RN or clinician.
- Prepares the exam room and work station for clinician; cleans and stocks rooms in between patients.
- Prepares the patient and assists the clinician with exams and procedures when needed.
- Administers injections and diagnostic tests/referrals as ordered, including immunizations, completing lab and x-ray requisitions, and other services ordered by the clinician.
- Documents all immunizations according to standards.
- Performs diagnostic and laboratory tests including, but not limited to, audiometry, EKG, spirometry, urine dips, acu-check, urine HCG, hemocue hemoglobin, etc. according to ChapCare competency standards.
- Performs age appropriate screening as needed or as directed by clinician.
- Performs end of shift tasks for room closure and equipment.
- Answers patient calls and routes messages to appropriate provider in EMR
- Appropriately documents patient information in EMR according to policies and procedures and training manuals.
- Answers calls from pharmacies, or responds to faxed requests from pharmacies and appropriately routes refill requests to providers
- Provides assistance to RN/LVN/providers in managing walk-in patients.
- Assures efficient patient flow by ongoing assessment of clinician schedule and working with other staff to minimize patient waiting time.
- Follows ChapCare standards for Universal Precautions when working with potentially infectious materials (blood or body fluids).
- Schedules patients appropriately.
- Works as part of a care team to coordinate and prioritize care for Population Management.
- Reviews with patients the different options for referrals or immediate interventions, which include:
 - 1) Immediate referrals for care

- 2) Same day appointments
 - 3) Routine appointments
 - 4) Patient education
 - 5) Notify providers for follow-up care.
- Alerts designated person to needed supplies/equipment.
 - Reports any safety hazards.
 - Creates telephone encounters with patients from Population Management reports.
 - Fosters an environment that promotes trust and cooperation among all staff of ChapCare.
 - Enforces clinic policies and procedures to ensure that the principles of ChapCare are implemented.
 - Maintains confidentiality of all patient and employee information to all except the other designated employees.
 - Informs of matters of general interest and problem areas as such are determined or discovered.
 - Attends all ChapCare mandatory meetings and other meetings as requested.
 - Participates in customer service related issues and adheres to ChapCare customer service values.
 - Performs miscellaneous job-related duties as assigned.
 - Performs other related duties as required.

Qualifications

Education:

- Completion of a formal Medical Assistant program.
- Current CPR certification required.
- Current Medical Assistant Certification (CCMA-C or CCMA-AC) required.

Experience:

- 2-3 years' experience in medical setting.
- Previous experience working in an outpatient clinic or doctor's office preferred.

Knowledge/Abilities:

- Displays cheerful demeanor and makes positive comments when on duty.
- Refrains from participation in harmful gossip, dysfunctional group interactions, and divisive behavior.
- Displays courteous and professional behavior in all interactions with the public.
- Works cooperatively with other staff members.
- Displays flexibility in accepting, changing, or carrying out assignments.
- Adheres to dress code expectations, including fragrance-free requirements.
- Displays sensitivity in a multi-cultural environment.

Physical Demands/Working Conditions

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be required to drive to all ChapCare facilities as needed. The ability to sit for extended periods of time. The employee must occasionally lift and/or move up to 25 pounds.

Travel, generally within the Greater San Gabriel Valley and/or Greater Los Angeles, may be required on an occasional basis.