Crusader Community Health
JOB DESCRIPTION

Job Title: Certified/Registered Medical Assistant Level II
Job Status: Non Exempt
Job Grade: 18
Manager Title: Medical Unit Manager or Women’s Health Services Manager

POSITION SUMMARY:
This is a direct service position in Crusader Community Health (CCH). The Certified/Registered Medical Assistant performs various service duties and routine technical patient care tasks in accordance with agency policies and procedures and within the scope of education of a Medical Assistant. For those working on a Patient Centered Medical Home unit, participates in a team approach to patient care by attending and contributing in regular team meetings. This position reports to the Medical Unit Manager, or the Women’s Health Services Manager.

ESSENTIAL FUNCTIONS:

1. Accountable for demonstrating the qualities outlined in the “Customer Service Standards of Excellence” program when interacting with patients, their families and friends, and fellow employees. Establishes, maintains, and promotes positive working relationships with internal and external customers and supports the agencies goals and objectives.

2. Admits patient to exam rooms for the nurse/provider.

3. According to agency policies and procedures and consistent with Certified/Registered Medical Assistant education, obtains, documents and reports vital signs, lab results and other pertinent patient data to the nurse/provider.

4. Assists with other unit activities including but not limited to operating and maintaining equipment, stocking exam rooms, preparing procedure trays, un-boxing and shelving supplies and assisting with cleaning and sterilization of instruments according to unit schedule.

5. Participates in the total patient care process through ongoing communication with staff regarding patient’s response to various treatments, procedures and overall progress.

6. Consistent with Certified/Registered Medical Assistant education and under the direction of the provider or nurse performs routine technical patient care tasks including but not limited to blood draws, finger stick glucose monitoring, urine pregnancy tests, throat cultures, dip stick urine tests, collection of urine, stool and sputum specimens, as well as following up on abnormal leads, neonatal screening, PKU, Sickle Cell and TSH testing.

7. In cooperation with the nurse/provider, communicates with patient concerning treatment procedures and other activities related to their clinical visit.

8. Under the direct supervision and direction of the provider and following agency policies and procedures administer injections and processes selected, not to include High Alert Medications, prescription refills.

Revised: 09/2013
9. Assists the provider with procedures and routes patients to other services.
10. Answer and respond to Level II Problems/Concerns calls.

11. Assists Women’s Health Services providers and nurses with Urodynamics and Non-Stress Testing.

12. Communicates with the clinical areas as appropriate and/or directed to comply with patient’s individual needs, schedule appointments for specialty consultations and referrals as needed.

13. Performs other duties specified by the Manager or designee.

14. Attains goals mutually established with the Manager.

15. Provides an atmosphere of professionalism, privacy, and confidentiality in the clinical area.

QUALIFICATIONS:

Knowledge of:
The role of the Certified Medical Assistant and relationship with other team members.

Ability to:
See attached Physical Requirement From

EDUCATION/EXPERIENCE/TRAINING:

Education:
1. High school diploma or equivalent.
2. Graduate of an accredited Medical Assistant Training Program. Current CPR certification.
3. Current AAMA, NHA or AMT Certification

Experience:
1. Previous experience in ambulatory care, hospital, or public health preferred.
2. Electronic Health Record experience preferred.

Technical Knowledge:
Other Skills: Strong computer literacy/proficiency in Microsoft Office
Bilingual preferred (written and verbal)

Equipment: PC, email, facsimile machine, computerized voice mail system, and common office machines, multi-line telephone system

Software Knowledge: Windows, MS Word

Revised: 12/2013
PERSONAL CHARACTERISTICS:

- Exudes strong customer service skills
- Possess the ability to establish and maintain professional working relationships with all levels of staff, clients, and the public
- Detail oriented with the ability to work with minimum supervision
- Willingness to be part of a team-unit and cooperate in the accomplishment of departmental goals and organizational objectives
- Demonstrates organizational skills.
- Demonstrates interpersonal communication skills.
**Physical Requirement Form**

**Job Title:** Medical Assistant Level II

<table>
<thead>
<tr>
<th>Physical Demands</th>
<th>Continuous over 70%</th>
<th>Frequent 40-60%</th>
<th>Occasional 15-39%</th>
<th>Rarely Up to 15%</th>
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<tbody>
<tr>
<td>Sitting</td>
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<td>X</td>
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<tr>
<td>Standing</td>
<td>X</td>
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<tr>
<td>Walking</td>
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<tr>
<td>Climbing</td>
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<tr>
<td>Bending</td>
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<tr>
<td>Pushing / Pulling</td>
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<tr>
<td>Carry / Lift</td>
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<tr>
<td>1-15lbs</td>
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<td>15-30lbs</td>
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<td>30-50lbs</td>
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<td>X</td>
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<tr>
<td>Fine hand / Eye Coordination</td>
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<td>Exposure to Blood and Body Fluids</td>
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<td>Exposure to Extreme Heat, Cold, Temp Fluctuations</td>
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<td>Exposure to Hazardous Chemicals</td>
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<tr>
<td>Concentration on Detail</td>
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<tr>
<td>Oral Communication</td>
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<td>Written Communication</td>
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Crusader Community Health does not require nor does it expect that an employee lift over 50lbs unassisted. Objects in excess of 50lbs should be lifted or moved with mechanical means or a team lift.

Employee Signature: ____________________________ Date: ____________________________

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