

**Crusader Community Health**  
**JOB DESCRIPTION**

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**Job Title: Certified/Registered Medical Assistant**

**Job Status: Non Exempt**

**Job Grade: 18**

**Manager Title: Medical Unit Manager Vice President of Community Relations or Director of Women's Health Services**

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**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 and education sessions. This position reports to the Medical Unit Manager, Vice President of Community Relations or the Director of Women's Health Services.

**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. Reports directly to the Registered Nurse for day to day operations.
3. Admits patient to exam rooms for the nurse/provider.
4. 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.
5. According to agency policies and procedures and consistent with Medical Assistant education adds new medications, except for high risk medications, to the patient's medication list.
6. 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.
7. Participates in the total patient care process through chart preparation and team huddles as well as ongoing communication with staff regarding patient's response to various treatments, procedures and overall progress.
8. 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.

9. Under the supervision of the nurse/provider, communicates with patient concerning treatment procedures and other activities related to their clinical visit.
10. Under the direct supervision and direction of the provider and following agency policies and procedures, administers selected medications and injections.
11. Assists the provider with procedures and routes patients to other services.
12. Answer and respond to Level II Problems/Concerns calls.
13. Assists Women's Health Services providers and nurses with Uro-dynamics and Non-Stress Testing.
14. 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.
15. Mentors Medical Assistant externs.
16. Participates in the orientation and on-boarding of new staff.
17. Performs other duties specified by the Manager or designee.
18. Attains goals mutually established with the Manager.
19. 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 perform the essential physical functions of the job:**

See attached Form

## **EDUCATION/EXPERIENCE/TRAINING:**

### **Education:**

1. High school diploma or equivalent.
2. Graduate of an accredited Medical Assistant Training Program.
3. Current CPR certification.
4. 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

**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: Certified/Registered Medical Assistant**

<b>Physical Demands</b>	<b>Continuous over 70%</b>	<b>Frequent 40-60%</b>	<b>Occasional 15-39%</b>	<b>Rarely Up to 15%</b>
Sitting			X	
Standing	X			
Walking		X		
Climbing			X	
Bending		X		
Pushing / Pulling			X	
Carry / Lift		X		
1-15lbs				
15-30lbs		X		
30-50lbs				X
Fine hand / Eye Coordination	X			
Exposure to Blood and Body Fluids	X			
Exposure to Extreme Heat, Cold, Temp Fluctuations				X
Exposure to Hazardous Chemicals	X			
Concentration on Detail	X			
Oral Communication	X			
Written Communication	X			
Ability to distinguish colors	X			

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.