

**Crusader Community Health
Job Description**

Job Title: Certified/ Registered Medical Assistant I

Job Status: Non-Exempt

Job Grade: 18H

Manager Title: Medical Unit Manager, Site Manager

POSITION SUMMARY:

This is a direct service position in Crusader Community Health (CCH). This position 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. This position reports to the Medical Unit Manager or Site 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.
2. Establishes, maintains, and promotes positive working relationships with internal and external customers, and supports the organization’s goals and objectives.
3. Admits patients to exam rooms for the Certified/Registered Medical Assistant II, Registered Nurse (RN), and/or Provider, and completes all required tasks for the scheduled visit type.
4. Communicates actively with the team about patient progress.
5. According to agency policies and procedures, and consistent with Medical Assistant education, adds new medications to the patient’s medication list. Removes any duplicates for diabetic meter and supplies ONLY.
6. Assists with 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 team huddles and completes any noted quality needs per protocol.
8. Performs CLIA Waived testing per protocol and maintains skills through yearly evaluations.
9. Administers selected medications and injections.
10. When working within the Women’s Health Services (WHS) department, assists WHS providers and RN’s with Uro-dynamics and Non-Stress Testing.
11. Attains goals mutually established with the Manager.
12. Provides an atmosphere of professionalism, privacy, and confidentiality in the clinical area.
13. Other duties as assigned.

QUALIFICATIONS:

Knowledge of:

The role of the Medical Assistant

EDUCATION/EXPERIENCE/TRAINING:

Education:

1. High school diploma or equivalent required
2. Graduate of an accredited Medical Assistant Training Program
 - Training programs in process of accreditation will be evaluated on a case-by-case basis
 - Graduates of a non-accredited Medical Assisting Training Program will be evaluated on a case-by-case basis and must have two years of experience as a Medical Assistant in a direct patient care setting
3. Current CPR certification
4. Active Medical Assisting certification through AAMA, NHA or AMT

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, common office machines, multi-line telephone system

Software Knowledge: Windows, MS Word

Ability To:

- Provide excellent customer service
- Establish and maintain professional working relationships with all levels of staff, clients, and the public
- Work with minimal supervision
- Be detail oriented
- Be part of a team-unit and cooperate in the accomplishment of departmental goals and organizational objectives
- Be organized
- Communicate effectively both verbally and in writing

Physical Requirement Form

Job Title: Certified/ Registered Medical Assistant I

Physical Demands	Continuous over 70%	Frequent 40-60%	Occasional 15-39%	Rarely Up to 15%
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.