



Job Description

Job Title: Licensed Practical Nurse or Certified Medical Assistant

Department: Clinical Services

Immediate Supervisor Title: Clinical Operations Manager

Hours: 32-40 hours weekly, Monday – Friday between 7:00 am- 5:00 pm (may vary by clinic location)

General Summary: A non-exempt clinical position responsible for performing a variety of duties in a clinic setting.

Essential Job Responsibilities:

1. Prepare patient for examination, take vitals, and record patients' health history.
2. Prepare equipment and examination room, and clean instruments.
3. Assist the physician or advanced practice clinician with medical treatment, procedure, and exam.
4. Clean and stock exam room.
5. Process paperwork and forms for patients and providers.
6. Receive and execute orders from the physician or advanced practice clinician.
7. Schedule patient for surgical procedures and office appointments.
8. Send and receive patient medical records.
9. Reinforce patient education to improve care outcomes and safe patient practices.
10. Notify patient of test results.
11. Answer incoming calls from patients, other medical providers, insurance companies, pharmacies and medical supply companies.
12. Assist co-workers as needed to ensure coverage for all providers.
13. Work cooperatively with other offices to assist with care coordination and ensure quality patient care.
14. Ensure compliance with all health care regulations, including HIPAA and OSHA.
15. Fulfill clinical medical assisting responsibilities that vary according to state law.
16. Assist with other office tasks and medical assisting duties as requested or assigned.
17. Travel as needed to satellite clinics.

Education: Licensed practical nursing degree or medical assistant diploma from an accredited vocational institution, or a community college course in medical assisting. Appropriate certificate indicating passing grade.

Experience: Minimum of one year working in a medical facility as a medical assistant and/or documented evidence of externship completed in a medical office.

Other Requirements: None

Performance Requirements

Knowledge:

1. Knowledge of health care field and medical office protocols/procedures.
2. Knowledge of sterilization and sterile technique
3. Knowledge of the Epic system helpful, but not necessary.

Skills:

1. Skill in performing medical assistance tasks appropriately.
2. Skill in understanding patient education needs by effectively sharing information with patients and families.
3. Skill in problem solving.
4. Skill in verbal and written communication.

Abilities:

1. Ability to read, interpret, and apply policies and procedures.
2. Ability to learn and retain information regarding patient care and procedures.
3. Ability to interact and demonstrate compassion and caring with patients, medical and administrative staff.
4. Ability to plan and prioritize.

Equipment Operated: Standard office equipment including which may include computerized health information management system, computers, fax machines, copiers, printers, scanners, telephones, etc.

Work Environment: Combination of medical office and exam/procedure room settings. Well-lighted, well-ventilated, adequate space.

Mental/Physical Requirements: Involves sitting approximately 85 percent of the day, walking or standing the remainder. Must be able to use appropriate body mechanics and techniques when making necessary patient transfers and helping patients with walking, dressing, etc. Must be able to lift at least 80 lbs.

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____