



10 Distillery Drive, Suite 200, Westminster, MD 21157
410-871-1478 FAX: 410-871-3219 www.accesscarroll.org

POSITION DESCRIPTION

Job Title: Medical Assistant
Status: Full-time, Exempt
Reports to: Manager of Clinical Operations

POSITION PURPOSE

The Medical Assistant of Access Carroll, Inc. is a dynamic member of the integrated and patient-centered health care team that supports the organization's mission to champion health and provide quality health care services for eligible, low-income residents of Carroll County, Maryland.

The Medical Assistant functions interdependently with other health care professionals in both administrative and clinical areas to provide quality health care to the patient.

BASIC FUNCTION

The Medical Assistant will be required to understand and perform the following:

CLINICAL

- Maintain general patient flow for medical services
- Support communication between clinical and clerical staff pertaining to patient flow and daily care functions
- Measure and record vital signs both in paper and electronic form
- Record patient information per clinician in paper and electronic form
- Provide patient education with regards to office policies, medications, management of diseases, home treatments and special diets
- Prepare patients for examinations performing routine screening tests, obtaining any supporting documentation in anticipation of the appointment
- Reconcile and triage diagnostic reports daily, while monitoring outstanding reports – ensure providers are given notification of abnormal and urgent issues
- Provide follow up communication, verbal and/or written, for provider staff to patients concerning messages, referrals, instructions, and other health care
- Document all communication and messages within an electronic health record
- Participate in medication reconciliation processes
- Assist the physician with exams and minor office surgery
- Phlebotomy and collection of other laboratory specimens
- Perform basic laboratory tests

- Perform Electrocardiograms and Spirometry studies
- Prepare and administering medications with physician orders
- Change dressings, applying bandages, and other first aid procedures
- Use CPR and AED skills when required
- Assist in maintaining supplies, equipment, and stocking
- Maintain Environment of Care (EOC) including cleanliness, quality control checklists, and infection prevention
- Provide mentorship guidance/training for students and orientation of new clinical support staff – complete checklists and competencies as required
- Dispose of biohazard waste according to OSHA standards
- Practice OSHA safety standards
- Perform accurate, legal, and ethical documentation at all times
- Participate in annual review process
- Follow Policy and Procedures
- Maintain compliance with HIPPA and Confidentiality standards
- Attend staff meetings and participate in trainings
- Assist in other duties and projects as assigned

BASIC ADMINISTRATIVE

In addition to clinical functions and team leadership, the Medical Assistant will have a general understanding of the following:

- Front desk reception, greeting patients, and knowledge of general patient intake
- Answering phones, messaging and scheduling appointments within an electronic health record
- Filing and maintaining medical records both in paper and electronic form
- Processing mail including clinical correspondence
- Assisting with the maintenance of supplies and equipment
- Utilize communication skills using appropriate medical terminology
- Follow appropriate legal and ethical professional conduct

POSITION QUALIFICATIONS

- Graduate of accredited program for Certified Medical Assistant, Certified Nursing Assistant, Licensed Practical Nurse, or equivalent education and work experience (copies of certificates, licenses, and diplomas are required)
- Current Certification from program of study as required
- Current CPR certification (required)
- Annual PPD testing and result documentation
- Measles, Mumps, Rubella, Varicella and Hepatitis B immunization proof and/or titer confirmation dates/results
- Background and criminal history check
- Bilingual Spanish and English proficiency strongly preferred

PERSONAL CHARACTERISTICS

The successful Medical Assistant should be:

- Supportive of the mission and philosophy of Access Carroll, Inc.
- Representative of the organization within the community
- Dependable and credible
- Organized both administratively and clinically
- Able to provide and exercise sound clinical judgment and problem solve
- Highly productive and self motivated
- Team oriented with a positive attitude working with a variety of staff members
- Responsible for completion of work assignments and professional conduct
- Able to receive instruction and feedback
- Professional in appearance
- Able to communicate effectively, including written documentation and verbal telephone etiquette