

## UW HEALTH JOB DESCRIPTION

### MEDICAL ASSISTANT

Job Code: 540003	FLSA Status: Non-Exempt	Mgt. Approval: T. Neely	Date: September 2018
Department: UW Health Ambulatory Operations		HR Approval: K. Szudy	Date: September 2018

### JOB SUMMARY

The Medical Assistant is responsible for a variety of patient care, technical, and clerical related functions under the direction and supervision of their direct supervisor, the physicians, Clinic Manager and/or Supervising RN. The Medical Assistant is responsible for the clinic patient flow by assisting members of the patient care team and providing a broad range of health care services. The Medical Assistant may also be involved in the training and guidance of personnel. As a member of the patient care team, the Medical Assistant is also aware of the psychosocial needs of patients and families.

### MAJOR RESPONSIBILITIES

#### Position Responsibilities:

The Medical Assistant performs the following duties:

#### Direct Patient Care Responsibilities:

Provide patient care under supervision of a physician, NP, PA or registered nurse, relative to the patient's age specific needs and under various conditions. As an unlicensed assistant, the performance of a delegated medical act by the Medical Assistant must be "directed, supervised and inspected" by the physician.

1. Perform patient check in, including obtaining and recording vital signs, height, weight, chief complaint, brief relevant history including pain status, allergies, current medication and any other pertinent information for specific age groups. Prepare patient for examination/procedure, as appropriate.
2. Administer medications and immunizations orally, intramuscularly, subcutaneously, intradermally and by inhalation as ordered by provider, asking for assistance from RN or provider if unfamiliar with medication or procedure.
3. Alert RN and/or provider of patient's/family's questions or issues related to medication administration.
4. Review medical records for up-to-date problem list including patient reported medication and allergies, and diagnoses that are documented by physicians or providers.
5. Ensure patient's visual and auditory privacy and maintain patient confidentiality at all times.
6. Understand that the stress of illness may alter patient behavior and ability to follow through on plan of health care; interact with respect including situations where patient and/or family display anger or distress.
7. Provide support and comfort to patients and families during clinic visits and procedures as needed, including chaperoning during sensitive examinations.
8. Promote patient welfare and independence by communicating through words and actions and understanding of patients' reactions to the healthcare environment.
9. Participate in patient education by providing standardized, structured written/verbal information to patients regarding procedures, preparation for diagnostic tests, and chronic disease conditions as instructed by RN/MD., Refer patients who require further teaching interventions to an RN or provider.
10. Provide emergency care to patients when necessary using basic life support and automated defibrillator equipment, maintaining basic CPR certification.
11. Assist provider with procedures including those requiring aseptic and sterile technique.
12. Assist with quality measures, including maintenance and recording of required daily equipment checks, CLIA requirements and calibration of equipment as needed in clinics where this is required.
13. Document complete and accurate patient observations, care and outcomes of interventions in the electronic medical record. Follow appropriate documentation procedure on paper if electronic record is unavailable.
14. Report pertinent observations and information, both written and verbal, to appropriate personnel.
15. Contribute to individual patient care planning.

#### Team Member Objective:

16. Communicate effectively with patients/families and the clinic team.
17. Participate in the review of schedules and space needs; anticipate and suggest any needed changes in staffing or provider schedules.
18. Assist with coordinating work assignments to assure that needed staff is available and prepared.
19. Interact with staff and co-workers in a manner that promotes positive working relationships.
20. Comply with the UW Health patient satisfaction, customer service, and ambulatory care standards.
21. Assist with quality improvement projects such as communication of waits and delays, chart audits.
22. Attend and actively participate in staff meetings.
23. Assist in updating medical assistant training materials.
24. Participate in orientation of new staff.
25. Read and respond to email communications.
26. May float to other clinics on as needed for operations need

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### Supplies and Equipment Maintenance:

27. Following current infection control and/or isolation procedure, clean and examine procedure tables, equipment and other work areas according to guidelines.
28. Stock nurse's station, exam/procedure rooms as assigned, inventory specialty items and initiate reorder of supplies as needed.
29. Report non-functioning or defective equipment to supervisor immediately.
30. Ensure all supplies are up to date and replace expired materials as necessary including procedure trays, following reprocessing procedures.
31. Assist in maintenance of patient education materials.

### Daily Functioning:

32. Assist with solving problems and make guided decisions about area function and patient care issues.
33. Provide clerical support to facilitate optimal patient care and area operation.
34. Demonstrate proficiency in use of the computer for all aspects of patient care and documentation.
35. Facilitate the coordination of patient services within the clinic and other departments, e.g. radiology, clinical lab, etc.
36. Prepare/maintain medical records, including ordering, filing, and copying when appropriate.
37. Adhere to National Patient Safety goals.

### Professional Development & Continuing Education:

38. Complete all required competencies and maintain skill level.
39. Complete required Annual Review and Safety and Infection Control sessions (in person and computer-based training)
40. Recognize the need for continuous learning by attending staff development programs and workshops.
41. Take responsibility for obtaining required continuing education credits to maintain certification.
42. Serve on task forces/committees as requested.

Perform Additional Duties as requested

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### JOB REQUIREMENTS

Education	Minimum	H.S. Diploma or equivalent Completion of an accredited Medical Assistant program, licensure as an LPN, completion of the UW Health Medical Assistant certification program or completion of CCMA as a UW Health employee.
	Preferred	
Work Experience	Minimum	
	Preferred	One-year experience as a Certified Medical Assistant or LPN
Licenses & Certifications	Minimum	Certified as CMA, RMA or CCMA or eligible for certification. Certification must be obtained within 1 year of hire from date of hire. CPR/BLS certification
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Knowledge of medical terminology.</li> <li>• Demonstrated customer-first attitude and philosophy.</li> <li>• Ability to learn computer and application skills as applicable to role.</li> <li>• Ability to interact with and work around people.</li> <li>• Ability to make judgments in demanding situations.</li> <li>• Ability to react to frequent changes in duties and volume of work.</li> <li>• Effective oral and written communication skills.</li> <li>• Ability to listen empathetically.</li> <li>• Ability to logically organize details.</li> <li>• Ability to manage multiple concurrent activities.</li> <li>• Knowledge of interpersonal communications in a complex organization.</li> <li>• Commitment to respectful patient and family centered care.</li> <li>• Commitment to respectful treatment of all colleagues.</li> <li>• Commitment to patient privacy.</li> <li>• Commitment to patient safety.</li> </ul>

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<b>AGE SPECIFIC COMPETENCY (Clinical jobs only)</b>			
Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.			
<b>Instructions:</b> Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,			
<input checked="" type="checkbox"/>	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
<input checked="" type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input checked="" type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input checked="" type="checkbox"/>	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	Older Adult (Over 65 years)
<b>JOB FUNCTIONS</b>			
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
<b>PHYSICAL REQUIREMENTS</b>			
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<input checked="" type="checkbox"/> <b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.