**UPPER GREAT LAKES FAMILY HEALTH CENTER**

JOB DESCRIPTION

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| **Job Title:** | Medical Assistant / Certified | **FLSA**  **Status:** | Non-exempt |
| **Effective Date:** |  | **Supervised By:** |  |
| **Revised Date:** |  | **Approved By:** | HR |

**BASIC FUNCTION**

The Medical Assistant provides direct and indirect patient care, assists providers with clerical work, and maintaining the clinic.

**PRIMARY RESPONSIBILITIES AND DUTIES**

1. Assists providers with patient care:
   1. Obtains vital signs, including weight, temperature, blood pressure, glucose levels, and patient data, including chief complaint.
   2. Performs testing and record subsequent results.
   3. Reviews medical history with patients and notes any changes in patient electronic health record.
   4. If certified: performs blood draws and collects other necessary lab specimens; performs injections, EKGs, and other related skills within scope as directed.
   5. Ensures all data is captured in electronic health record.
   6. Provides basic instruction and education within scope of practice at the direction of the provider.
   7. Assists with administrative patient care tasks, such as prior authorizations, completing referrals, scheduling appointments, and maintaining records and reports.
2. Supports clinic patient flow:
   1. Places patient in exam room.
   2. Prepares exam room for next patient(s).
   3. Communicate appointment scheduling, hospital admissions, referrals, and pharmacy refills with patients.
   4. Directs patients to appropriate resources.
3. Maintains clinic standards:
   1. Gathers information for internal and external audits.
   2. Monitors supply inventories, assists with supply ordering, and ensures exam rooms are appropriately stocked.
4. Engages in virtual and on-site meetings and discussions as appropriate:
   1. Provides relevant feedback and input during discussions.
   2. Establishes action items based on discussions as necessary.
   3. Completes action item follow up as necessary.
   4. Demonstrates professionalism during discussions.

**GENERAL PROFESSIONAL DEVELOPMENT**

1. Organization: Displays basic organizational skills to self-prioritize and organize own work.
2. Problem Solving: Uses established alternatives and modifies approaches in response to difficult situations.
3. Analysis: Receives and interprets routine information.
4. Problem Resolution: Exercises tact and diplomacy in the resolution of conflicts or disagreements.
5. Communication: Provides or exchanges routine information in a professional manner.

**PROFESSIONAL/TECHNICAL KNOWLEDGE, SKILLS & ABILITIES**

1. Possesses a basic level of written and verbal communication skills, computational and computer skills and mathematical knowledge typically acquired through completion of a high school program.
2. Maintains current knowledge of standards of care and practices, typically acquired through continuing education.

**LICENSES & CERTIFICATIONS**

1. Certified by the State of Michigan as a Medical Assistant.
2. BLS Certification

**TECHNICAL SKILLS**

1. Prepares basic correspondence and simple reports using Microsoft Office Suite.
2. Demonstrates proficiency with all electronic clinical systems, including EHR and scheduling systems.

**COMMUNICATIONS SKILLS**

1. Communicates complex concepts in a clear effective manner for a general audience.
2. Possesses excellent culturally competent communication skills.

**WoRKING CONDITIONS**:

1. Work is performed in a clinic environment.
2. This is a non-exempt position, working beyond 40 hours in a week may be assigned based on organizational needs.
3. Requires regular sitting, standing, walking, and lifting up to 25 pounds.
4. Occasional travel between clinic locations.

The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required to perform the work. UGLFHC reserves the right to revise or change job duties and responsibilities as the business need arises. Additionally, this job description is not intended as an employment contract, implied or otherwise, and UGLFHC continues to maintain its status as an at-will employer.

**I hereby acknowledge that I have read and understand the above-mentioned job duties, qualifications, policies, and procedures for this position. I also certify that I received a copy of this job description.**

Employee: Date: