

## Job Description for Certified Medical Assistant

### POSITION DETAILS

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**Job Title:** Certified Medical Assistant

**Job Description Summary:** The Certified Medical Assistant (CMA) assists physicians and other health care providers in the delivery of care to patients of Lakeview Clinic. The CMA has direct interaction with patients and provides patient care under the direction of a physician or health care provider. Lakeview Clinic is a multi-specialty clinic and the CMA is able to perform duties within family practice, OB/GYN, pediatrics, internal medicine, podiatry, and out-patient surgery.

**Reports to:** Nursing Supervisor

**Status:** Non-Exempt status

### JOB DUTIES

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#### Key Accountabilities

- Clinical Duties
  - Interact with clinic patients during the appointment time frame. Interactions with the patient may include greeting, rooming, taking health histories, preparing the patient for exams or procedures, collecting lab specimens, administering medication as directed by the health care provider, and providing education and follow-up direction to the patient.
  - Assist health care providers in the administration of medical treatment by preparing patients for procedures and assisting in the completion of procedures.
  - Complete diagnostic tests as ordered by the health care provider.
  - Administer injections as directed by health care provider.
  - Ensure timely, accurate communication and complete documentation with patients to include verbal and written correspondence with the patient or the patient's representative.
  - Review medical records prior to patient appointments to ensure appropriate and relevant information is available to the provider.
- Administrative Duties
  - Record health information in the electronic health record and keep medical records up to date and accurate.

- Address patient requests via patient portal, telephone calls or direct conversation in a timely and professional manner. Patient requests may be received by portal, phone, fax, tasking, etc.
- Arranging for additional patient testing, hospital admission, laboratory services and scheduling appointments.
- Completion of assigned tasks generated by providers, nurses and CMAs.
- Manage the provider's patient schedule to ensure patient flow and work flow are maintained.
- Maintain complete, accurate and timely documentation in the EHR of care provided.
- Ensure exam rooms, stations and clinic areas are stocked with adequate supplies to promote efficient patient care.
- Attend and participate in department meetings, committees and discussions as directed.
- Completes all other tasks and duties as assigned.

## PERFORMANCE STANDARDS

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- Certified Medical Assistants perform job duties under the supervision of the nursing supervisor. Day to day tasks and duties are performed under the direction of the health care provider (i.e. MD, PA, CNP)
- Must be capable of recognizing the limits of their certification and cannot perform duties for which they have not been trained.
- Places the patient experience at the forefront of all decisions and actions.
- Provides all patient care in a safe, private and comfortable manner.
- Sets priorities and can work under pressure.
- Delivers excellent patient care and customer service.
- Follows regulatory compliance related to HIPPA and other health care laws.
- Proficient in using the EHR.
- Communicates with respect and professionalism at all times.
- Able and willing to provide support to team members when requested or required.
- Self-directed in task completion.
- Able and willing to accommodate staffing schedule changes to meet the needs of the clinics.

## JOB FACTORS

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**Minimum Education Required:** Must possess a current Medical Assistant Certificate that is in good standing and in accordance with the laws in the state of Minnesota. Must be current in CPR.

**Minimum Experience Level:** Completion of an accredited medical assistant program. Previous experience in a clinical setting is preferred.

**Minimum Requirements:**

- Must be able to read, write, speak, and understand the English language.
- Must demonstrate the knowledge and skills necessary to provide care appropriate to needs of the patients served.
- Must be a supportive team member, contribute to and be an example of team work and team concept.
- Must possess the ability to make independent decisions when circumstances warrant such action.
- Must have patience, tact, a cheerful disposition and enthusiasm, as well as the willingness to handle difficult patients.
- Must function independently and have flexibility, personal integrity, and the ability to work effectively with clinic employees and the patient population served.
- Must be able to push, pull, move, and/or lift a minimum of 50 pounds.
- May be necessary to assist in the evacuation of patients during emergency situations.

**ACKNOWLEDGMENT**

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I have read this job description and fully understand that the requirements set forth therein have been determined to be essential to this position. I hereby accept the position of Certified Medical Assistant and agree to perform the tasks outlined in this job description in a safe manner and in accordance with the facility's established procedures. I understand that as a result of my employment, I may be exposed to blood, body fluids, infectious diseases, air contaminants (including tobacco smoke), and hazardous chemicals and that the facility will provide to me instructions on how to prevent and control such exposures. I also understand I may not release/disclose protected health or facility information without proper authorization.

I understand that my employment is at-will, and thereby understand that my employment may be terminated at-will either by the clinic or myself, and that such termination can be made with or without notice.

Date of Hire:

Schedule Structure:

Employee Signature:

Date:

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Hiring Manager Signature:

Date:

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