

Spec. Code: 4547(0261)
Occ. Area: 12
Work Area: 442
Prob. Period: 6 mo.
Prom. Line: none
Effective Date: 10/07/02

MEDICAL ASSISTANT

Function of Job

Under direction of physician and nursing staff, performs a variety of clinical and clerical tasks in an outpatient examining room setting.

Characteristic Duties and Responsibilities

1. performs direct patient care tasks such as the following:
 - a. responds to patient telephone inquiries, along with the receptionist, giving factual information according to the nature of the question; secures from the patient information about illness and health problems, and makes decisions as to the proper disposition or referral of patients
 - b. greets patients upon arrival, checks appointment sheets against patients' cards, and makes sure the patient's medical records are available to the physician
 - c. escorts or arranges to have patient escorted to appropriate examining or treatment room
 - d. takes and records patients' blood pressure, temperature, pulse, respiration, height, weight, and other data (such as name, address, age, and medical history) on appropriate medical chart
 - e. discusses with the patient the reason for their visit and records symptoms on the chart
 - f. gives the patient basic specialized tests, such as audio, visual, or lung stress tests; instructs the patient in certain aspects of health care as directed by the nurse or physician
 - g. relays a variety of information to the patient regarding preparation for various types of exams and the location of laboratories, pharmacy, and other treatment areas
 - h. assists physician or nurse with diagnostic and therapeutic procedures, e.g., drapes patient for exams and treatments, sets up treatment tray to be used in an examination, holds and hands various instruments to the doctor, adjusts lights or treatment tables, takes and records the patient pulse, procures proper IUD for patient insertion, applies or removes simple bandages or dressings such as an arm sling or an ace bandage, and removes stitches as directed
2. performs indirect patient care tasks such as the following:

- a. writes, following doctors orders, requisitions of laboratory tests and procedures, such as basal metabolism, X-ray, EKG, blood exams, and urinalysis
 - b. dispatches messages to other departments and makes appointments for patients requiring services in other departments, as requested by the nursing staff
 - c. collects patients' specimens from wards and returns them to the laboratory for analysis; also provides necessary follow-up work, such as checking on laboratory and X-ray results
 - d. collects and bags soiled linen in the examining room
 - e. cleans and sterilizes equipment and supplies using germicides, sterilizer, or autoclave
 - f. receives new supplies from supply source; checks supplies delivered against request for shortages and breakage; records errors or damages detected; places items in proper storage location in supply room; stocks examining rooms, insuring that appropriate medications and supplies are available at all times
3. performs clerical duties such as the following:
- a. maintains patient files and medical records by gathering and placing in proper sequence admission records, treatment records, and laboratory results; completes patient charts as prescribed by physician
 - b. maintains records of monetary charges to patients and forwards them to the business office
 - c. compiles periodic statistical reports from records and other data, such as clinic attendance, the number of patients seen by each doctor, and the discharge service analysis
 - d. works with clerical support staff in sending out questionnaires, completing forms (such as fall school physicals), and organizing form letters to be sent out
 - e. composes answers to routine request for patient information when the material is immediately available in the record, e.g., extraction of simple phrases and numerical data verbatim from records

MINIMUM ACCEPTABLE QUALIFICATIONS

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. (A) Graduation from an accredited Medical Assistant program

OR

- (B) One year of Medical Assistant work experience and/or training which provided a knowledge of clinical procedures and training in vital signs and patient prep for exams, sterilization and maintenance of instruments and equipment, and assisting with examinations and minor surgical procedures

The work experience and/or training must have been of such scope, level, and quality as to assure the applicant’s overall ability to undertake medical assistant duties and must be evaluated on the basis of their/ its comparability to the classroom instruction and clinical training normally provided in formal medical assistant programs.¹

PERSONAL ATTRIBUTES NEEDED TO UNDERTAKE JOB

1. Knowledge of basic medical terminology
2. Knowledge of basic first aid principles, methods, and techniques
3. Knowledge of aseptic and sterilization techniques
4. Knowledge of basic specialized tests such as audio, visual, or lung stress test
5. Knowledge of inventory procedures
6. Knowledge of developing medical records and chart
7. Skill in the operation of sterilizing equipment
8. Skill in preparing case histories, reports, and records accurately and according to standard formulas
9. Skill in telephone communications
10. Skill in billing and collection procedures
11. Skill in writing medical requisitions for laboratory test
12. Skill in taking and recording patients’ blood pressure, temperature, respiration, pulse, height, weight and other vital statistics
13. Ability to make decisions based on urgency of the situation and in accordance with work procedures and hospital/clinic policies
14. Ability to follow oral and written instructions
15. Willingness to, and skill in, dealing effectively with patients, hospital staff, and other persons from inside or outside hospital/clinic

Medical Assistant..... Revised

¹In substituting work experience and/or training for formal programs, as provided above, it is recommended that in order to ensure consistent application of these qualifications, the evaluation and verification of an applicant’s work experience and/or training be accomplished through the cooperative efforts of an experience medical assistant, nurse, and/or doctor and the personnel office in a manner that ensures the applicant’s anonymity.