

COUNTY OF SOLANO

MEDICAL ASSISTANT

Rev. 07/06

DEFINITION

Provides technical support services to physician or other licensed medical professionals in a primary care and/or family health care clinic; assists medical staff by performing routine preliminary preparatory and follow-up tasks prior to and after the patient examination/visit.

CLASS CHARACTERISTICS

This class is characterized by the responsibility to provide assistance to patients receiving health services and support medical professionals providing diagnostic and/or treatment services. Incumbents provide information on available services, chart basic information on clients, and process follow-up care that the medical professional identifies as a continuing need for follow-up with additional medical care. This class is distinguished from the class of Clinic Nurse in that the latter is a professional class responsible for providing skilled nursing services in a clinical environment under a physician.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Senior Nurse.

Exercises no supervision.

EXAMPLES OF DUTIES *-Duties may include but are not limited to the following:*

Assists physicians and professional medical personnel in providing outpatient services to patients; maintains flow of patients to medical staff for examination and assures all lab work is properly handled, identified, labeled, dated, and submitted to appropriate laboratory; ensures the physician is advised of patients test results on return from laboratory.

Cleans up examination room after each patient visit, and sets up equipment in examination rooms; assures all equipment is available for use based on the procedure or purpose of the patient examination; obtains patients charts, reviews purpose of visit in preparation for patient medical examination.

Greets patients, takes vital signs, weight, height and other preliminary medical information prior to examination by professional medical staff; assists with triage as needed; serves as assistant during physician examination; performs routine blood and urine collections; prepares lab slips, syringes, culture plates and specimens; assists in performing medical procedures; cleans and sterilizes equipment and instruments.

Communicates with patients and others on the phone and in person, reviews referrals from other programs and contacts potential clients to explain services; provides information about program operations and/or the need for medical follow-up on diagnosis and/or treatment of suspected conditions as specified by the medical professional; assists patients with setting up appointments.

Assists in educating, teaching, and encouraging the development of basic health habits and preventive care; makes referrals to and assists patients in obtaining services from other programs or other providers of medical and social services as directed by nurse or physician.

Maintains active and inactive medical office records and patients charts; assembles patients charts and ensures that necessary documentation is complete; assures all information on patient services is documented and provided to the medical billing staff after services are rendered; prepares and processes referral forms for patients as directed by professional medical staff; documents all actions taken in patients chart during and after each patient visit.

Coordinates and maintains inventory control for all medical and supplies and laboratory supplies and materials to ensure efficient flow of operations; stocks and orders supplies as necessary.

Performs laboratory work including but not limited to phlebotomy, venipuncture and injection administration; may be assigned other technical assistant duties as a part of support to professional medical staff.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Medical terminology.

Charting techniques.

Course of disease.

Mode of transmission as well as preventive health care techniques.

Patient record maintenance techniques.

Standard medical office procedures and organization including presentation of data from files for proper billing of individuals and insurance providers.

Skills to:

Utilize basic office equipment as well as various medical and laboratory tools and equipment.

Ability to:

Interview clients to obtain health histories and financial information.

Obtain vital signs including blood pressure, pulse, temperature and respiration.

Conduct basic vision screening.

Collect and properly handle specimens.

Read, understand and maintain medical charts, medical test results and treatment instructions.

Set up and clean medical equipment and instruments.

Maintain confidentiality of information and communicate effectively verbally and in writing.

Receive and interpret directions from physicians and other medical professionals and properly interpret instructions to patients.

Provide patient referrals and explanation of diagnosis.

Experience and Education/Training

Experience:

No experience required.

Education/Training:

Graduation from High School or General Education Diploma (GED) or a high school proficiency certificate.

AND

Possession of a valid medical assistant certificate issued by an accredited college or institution. Curriculum must have included training in laboratory drawing of blood and collection of other specimens, venipuncture, injection administration and performing Electrocardiograms (EKGs), and/or X ray (CXR) procedures including chest X rays/extremities.

SPECIAL REQUIREMENTS

Possession of or ability to obtain a valid Class C California driver's license may be required.

Positions allocated to this class may require bilingual skills.

SUPPLEMENTAL INFORMATION

Independent travel may be required.

Incumbents must be able to work in an environment which may include exposure to communicable diseases.

Selectees for employment must as a condition of employment sign a statement agreeing to comply with Section 11166 of the California Penal Code related to child abuse reporting.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

Environmental Factors: Incumbents must be able to work in an environment that may include exposure to communicable disease.

Donald W. Turko
Director of Human Resources

Established Date: August 1998

BOS Date: June 30, 2003

CSC Date: July 12, 2006