

## **Open Door Health Services Job Description**

**Title:** Medical Assistant - Bilingual  
**Department:** Medical Services –  
**Reporting Relationship:** Site Supervisor  
**Authority:** None  
**Classification:** Non-Exempt – full time

**General Summary of Duties:** This position will perform a variety of patient care activities to provide clinical support and assistance to the nurse practitioner. Assists in the delivery of primary health care and patient care management. This position will provide accurate and effective interpretation of procedures and other interactions for non-English speaking patients, their families and staff (in person or on the telephone).

**Typical Physical Demands:** Requires full range of body motion including handling and lifting patients, manual and finger dexterity and hand-eye coordination. Requires standing and walking for extended periods of times. Occasionally lifts and carries up to 50 pounds. Requires corrected vision and hearing to normal range or use of approved adaptive equipment. Requires working under stressful conditions or working irregular hours. Requires exposure to communicable disease or bodily fluids.

**Typical Working Environment:** Frequent exposure to communicable diseases, toxic substances, medicinal preparations and other conditions common to a clinic environment. Tasks involve contact with blood or body substances.

**Privacy Category:** Functions in the Medical Level. Those areas included in the Privacy Category are listed under Specific Duties/Responsibilities.

### **Specific Duties/Responsibilities:**

- Greets and checks in patients and assists to examination room using great customer service techniques.
- Provides translation for non-English speaking patients, their families, and staff.
- Obtain special procedure consent form.
- Pulls needed charts for providers.
- Fills out education log if appropriate.
- Prepares patient for provider by obtaining vital signs, chief complaint, as well as other data such as glucose reading, UA dipstick, pregnancy testing, and vision and hearing screening as appropriate and briefs provider prior to entering the exam room.
- Assists provider with procedures as needed.
- Administers prescribed medications, immunizations and treatments as ordered.
- Obtains lab specimens as ordered.
- Obtains encounter form and takes it to check-out and obtains appointment time and referral when necessary. Also, obtains patients fees for visit.
- Sterilizes instruments as assigned.

- Assist in screening telephone calls for referrals, lab results and prescription refills for the provider.
- Prepares all patient charts the day prior to visit, including adding appropriate forms, assuring all ordered laboratory testing and outside notes are obtained and in chart.
- Responsible for maintaining cleanliness and stocking all exam rooms.
- Completes telephone prescription refills as assigned.
- Complies with all agency policies and procedures concerning corporate compliance including privacy of protected health information.
- Other duties as assigned.

**Performance requirements (Knowledge, Skill, Ability):**

- Knowledge of medical practice and care to assist in giving patient care.
- Knowledge of examination, diagnostic and treatment room procedures.
- Knowledge of common safety hazards and precautions to maintain a safe work environment.
- Knowledge of basic keyboarding and computer.
- Skill in obtaining vital signs.
- Skill in maintaining records and recording test results.
- Skill in administering a variety of medications as prescribed by the provider.
- Skill in establishing and maintaining effective working relationships with patients, co-workers, providers and the public.
- Ability to react calmly in emergency situations.
- Ability to read, understand and follow detailed written and oral communication.
- Ability to maintain confidential information.

**Specific Requirements:**

- Must be bilingual

**Education:** High school diploma or GED equivalent. Prefer graduation from an accredited medical assistant program.

**Experience:** No clinical experience necessary if certified. Must have at least 1 year work experience in health care in clinic/office if not certified.

**Certificate/License:** CMA certification  
CPR & First Aid certification

The above job description has been explained to me and I understand the contents and responsibilities. I have received a copy of my job description.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Created: 2/1/2016