



JOB TITLE: Medical Assistant

DEPARTMENT: Nursing

### **JOB SUMMARY:**

A Medical Assistant performs fundamental roles that support the clinical team in providing standardized and high-quality care. Promotes good customer relations while maintaining an orderly environment.

### **ESSENTIAL FUNCTIONS AND RESPONSIBILITIES**

1. Philosophy
  - a. Supports the facility's ideology, mission, goals, and objectives
  - b. Performs in accordance with the facility's policies and procedures
  - c. Follows the facility's standards for ethical business conduct
  - d. Conducts self as a positive role model and team member
  - e. Recognizes patients' rights and responsibilities and supports them in performance of job duties
  - f. Respects patients' rights to privacy, dignity, and confidentiality
  - g. Participates in facility committees, meetings, in-services, and activities
2. Communication
  - a. Communicates effectively and professionally with patients, visitors, physicians, and coworkers
  - b. Respects patients' rights to privacy, dignity, and confidentiality
3. Financial Practices
  - a. Uses facility resources appropriately and avoids wasteful practices
  - b. Reports wasteful practices
  - c. Analyzes work area and makes recommendations for potential cost-effective improvements.
4. Compliance Program
  - a. Contributes to the progress and development of the organization's adopted compliance program
  - b. Performs according to established compliance policies and procedures
5. Performance-Improvement Program
  - a. Contributes to the progress and development of the organization's adopted performance-improvement program.
  - b. Performs according to established performance-improvement policies and procedures.
6. Safety/Risk-Management Program
  - a. Adheres to safety policies and procedures in performing job duties and responsibilities
  - b. Maintains responsibility for safe work area by reporting to safety officer or designee observed or suspected safety violations, hazards, and policy/procedure noncompliance.
  - c. Responds to emergency situations with competence and composure.

- d. Reports observed or suspected medical emergencies, notifies appropriate personnel, and responds appropriately.
  - e. Identifies facility emergency situations (e.g., fire, disaster) and notifies appropriate personnel and external agencies.
7. Professional Competence
- a. Participates in continuing education and other learning experiences, as required.
  - b. Shares knowledge gained in continuing education with staff
  - c. Maintains membership in relevant professional organizations
  - d. Seeks new learning experiences by accepting challenging opportunities and responsibilities
  - e. Welcomes suggestions and recommendations.
8. Duties
- a. Exhibits understanding and commitment to maintaining an environment that ensures all customers and individuals are treated with dignity and respect
  - b. Rooms, interviews, and conducts assessments on patients, including taking vital signs
  - c. Enters patient assessment data into patient record
  - d. Enters orders into OSMC Cerner under Ordering Provider.
  - e. Draws up injections
  - f. Assists with aspirations
  - g. Assesses wounds and incisions, including dressing changes, removal of stitches and staples, and application of superficial closures
  - h. Applies and removes wraps, braces, Cam walkers, splints, and casts
  - i. Assists with closed reductions
  - j. Schedules appointments, referrals, and return office visits
  - k. Returns patient phone calls and answer questions
  - l. Reviews records and reports from Emergency Department for physicians on call
  - m. Adjusts doctors' schedules, as directed
  - n. Covers for other Back Hall staff
  - o. Calls in prescriptions and notifies patient of availability
  - p. Actively participates in departmental meetings
  - q. Demonstrates flexibility to perform other duties, as assigned

**QUALIFICATIONS:** To perform this job successfully, an individual must be able to perform each of these tasks satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform these essential functions.

Education: Licensed Practical Nursing degree. Orthopedic experience/knowledge is preferred.

Language Ability: Ability to effectively communicate with patients, providers, and insurance representatives.

Math Ability: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

Reasoning Ability: Ability to utilize advanced knowledge of imaging processes, techniques, procedures, and anatomy to direct activities and develop policies and procedures.

Computer Skills: Basic computer skills and operational knowledge are required.

Certificates and Licenses: Licensed Practical Nursing license. Maintain this license.



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DEPARTMENT: Nursing

Personal Skills: Ability to adapt to changing pace, stressful situations, and frequent interruptions.

Positive attitude and professional appearance is required.

Supervisory Responsibilities: There are no supervisory responsibilities with this position.

#### **WORKING CONDITIONS:**

1. Ability to lift up to 75 pounds.
2. Ability to bend, twist, squat, and kneel occasionally.
3. Near-visual acuity in order to remove stitches, view computer screens, and decipher fine print.
4. Operates a computer, with accompanying hardware, frequently.
5. Manual dexterity adequate for utilizing a keyboard, a calculator, and processing paperwork.
6. Ability to adapt to simultaneous, multiple, and varied stimuli.
7. Auditory acuity for hearing telephone conversation.
8. Clear speaking voice in order to communicate effectively.
9. Be able to handle stressful, uncomfortable situations with a wide variety of staff, patients, and families.
10. Exposure to human waste and disease.
11. Reaches up to 2 feet overhead or in front of oneself on an occasional basis.

***The job duties listed in this job description may not be inclusive of all requirements of this position.***

***Other duties may be assigned outside of your primary role by your supervisor.***

***All positions with THE ORTHOPEDIC & SPORTS MEDICINE CENTER are to use due care in the use and communication of patients' protected health information. It is every employee's principal job function to ensure patient confidentiality. Failure to maintain confidentiality may, and will, result in sanction and/or discharge.***

*I have read the document and understand the requirements for this job description.*

\_\_\_\_\_  
Employee signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor/Manager signature

\_\_\_\_\_  
Date





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## PERFORMANCE REVIEW

### Communication & Customer Service

Description	Score (1-5)	Comments
Communicates effectively and professionally with patients, visitors, physicians, and coworkers		
Respects patients' rights to privacy, dignity, and confidentiality		
<b>TOTAL</b>		

### Corporate Compliance

Description	Score (1-5)	Comments
Participates in facility meetings, in-services, and activities		
Reports wasteful practices and recommends improvements		
Performs according to established compliance policies & procedures		
Contributes to the organization's adopted performance-improvement program		
<b>TOTAL</b>		

### Personal Skills

Description	Score (1-5)	Comments
Able to work well under time constraints		
Ability to plan, organize, and multitask		
<b>TOTAL</b>		

## Professional Competence

Description	Score (1-5)	Comments
Participates in continuing education and other learning experiences, as required		
Shares knowledge gained in continuing education with staff		
Seeks new learning by accepting challenging opportunities and responsibilities		
Welcomes suggestions and recommendations		
<b>TOTAL</b>		

## Core Job Duties

Description	Score (1-5)	Comments
Rooms, interviews, and conducts assessments on patients, including taking vital signs and entering data into patient record		
Assist with aspirations, injections, closed reductions, and other office procedures		
Assesses wounds and incisions, including dressing changes, suture removal, application of superficial closures, and application of immobilizers		
Schedules appointments, referrals, and return office visits		
Patient liaison, including diagnosis and treatment education, calling in prescription refills, and returning phone calls		
Reviews records and reports from E. D. for physicians on call		
Adjusts doctors' schedules, as needed		
Demonstrates flexibility to perform other duties, as assigned		
<b>TOTAL</b>		



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Category	Employee Score	Total Possible	Composite (Employee/Total)
Communication & Customer Service		10	-
Corporate Compliance		20	-
Personal Skills		10	-
Professional Competence		20	-
Core Job Duties		40	-
<b>TOTAL</b>		<b>105</b>	

Composite Score = Recommendation
0.00 – 0.20 = 0%
0.21 – 0.40 = 1%
0.41 – 0.60 = 2.6%
0.61 – 0.80 = 3.25%
0.81 – 1.00 = 3.9%

SCORING SHEET
1=UNACCEPTABLE: Consistently fails to meet job requirements; performance clearly below minimum requirements. Immediate improvement required to maintain employment
2=NEEDS IMPROVEMENT: Occasionally fails to meet job requirements, performance must improve to meet expectations of position
3=MEETS EXPECTATIONS: Able to perform 100% of the job duties satisfactorily. Normal guidance and supervision are required.
4=EXCEEDS EXPECTATIONS: Frequently exceeds job requirements, all planned objectives were achieved above the established standards, and accomplishments were made in unexpected areas as well.
5=SUPERIOR: Consistently exceeds job requirements; this is the highest level of performance that can be achieved.

GOALS AND OBJECTIVES FOR UPCOMING YEAR:

EMPLOYEE COMMENTS:

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

SUPERVISOR COMMENTS:

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