Community Health Alliance of Pasadena (ChapCare)
Job Description

Title: Medical Assistant (MA)/Certified Medical Assistant
Department: Medical Department
Reports To: Clinical Support Supervisor
Directs: None
EEOC: Service Worker
FLSA Status: Nonexempt

Summary
The primary function of the MA/CMA is to provide direct and indirect support to the clinician in the delivery of patient care. The MA/CMA prepares the exam room, chart, and patient to be seen by the practitioner and performs/implements orders for diagnostic tests. S/he accurately administers medications, including immunizations by all routes except IV. The MA/CMA must function under the direct supervision of a physician, RN, or midlevel practitioner. The MA/CMA is expected to consult frequently with the supervising practitioner and to inform the clinician of the information given or actions taken.

ChapCare’s Expectations of all Employees
- Adheres to all ChapCare’s Policies and Procedures
- Conducts self in a manner that represents ChapCare’s core values at all times
- Maintains a positive and respectful attitude with all work-related contacts
- Communicates regularly with her/his immediate supervisor about Departmental and ChapCare concerns
- Consistently reports to work prepared to perform the duties of the position
- Meets productivity standards and performs duties as workload necessitates
- To train on all Learning Management Systems (LMS) by self-learning models from ChapCare’s electronic medical records, EPIC/OCHIN.

Essential Duties and Responsibilities
- Performs data collection for assessment purposes under the direction of an RN or clinician.
- Prepares the exam room and work station for clinician; cleans and stocks rooms in between patients.
- Prepares the patient and assists the clinician with exams and procedures when needed.
- Administers injections and diagnostic tests/referrals as ordered, including immunizations, completing lab and x-ray requisitions, and other services ordered by the clinician.
- Documents all immunizations according to standards.
- Performs diagnostic and laboratory tests including, but not limited to, audiometry, EKG, spirometry, urine dips, acu-check, urine HCG, hemocue hemoglobin, etc. according to ChapCare competency standards.
- Performs age appropriate screening as needed or as directed by clinician.
- Performs end of shift tasks for room closure and equipment.
- Answers patient calls and routes messages to appropriate provider in EMR.
• Appropriately documents patient information in EMR according to policies and procedures and training manuals.
• Answers calls from pharmacies, or responds to faxed requests from pharmacies and appropriately routes refill requests to providers.
• Provides assistance to RN/LVN/providers in managing walk-in patients.
• Assures efficient patient flow by ongoing assessment of clinician schedule and working with other staff to minimize patient waiting time.
• Follows ChapCare standards for Universal Precautions when working with potentially infectious materials (blood or body fluids).
• Schedules patients appropriately.
• Works as part of a care team to coordinate and prioritize care for Population Management.
• Advises patients on options for referrals or immediate interventions, which include:
  o Immediate referrals for care
  o Same day appointments
  o Routine appointments
  o Patient education
  o Notify providers for follow-up care.
• Alerts designated person to needed supplies/equipment.
• Reports any safety hazards.
• Creates telephone encounters with patients from Population Management reports.
• Fosters an environment that promotes trust and cooperation among all staff of ChapCare.
• Enforces clinic policies and procedures to ensure that the principles of ChapCare are implemented.
• Maintains confidentiality of all patient and employee information to all except the other designated employees.
• Informs of matters of general interest and problem areas as such are determined or discovered.
• Attends all ChapCare mandatory meetings and other meetings as requested.
• Participates in customer service related issues and adheres to ChapCare customer service values.
• Performs miscellaneous job-related duties as assigned.
• Performs other related duties as required.

Qualifications
Education:
• Completion of a formal Medical Assistant program.
• Current CPR certification required.
• Current Medical Assistant Certification (CCMA-C or CCMA-AC) required.

Experience:
• 2-3 years’ experience in medical setting.
• Previous experience working in an outpatient clinic or doctor’s office preferred.

Knowledge/Abilities:
• Displays cheerful demeanor and makes positive comments when on duty.
• Refrains from participation in harmful gossip, dysfunctional group interactions, and divisive behavior.
• Displays courteous and professional behavior in all interactions with the public.
• Works cooperatively with other staff members.
• Displays flexibility in accepting, changing, or carrying out assignments.
• Adheres to dress code expectations, including fragrance-free requirements.
• Displays sensitivity in a multi-cultural environment.

Physical Demands/Working Conditions
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be required to drive to all ChapCare facilities as needed. The ability to sit for extended periods of time. The employee must occasionally lift and/or move up to 25 pounds.

Travel, generally within the Greater San Gabriel Valley and/or Greater Los Angeles, may be required on an occasional basis.

Acknowledgement of Receipt
I have reviewed this job description and understand that my supervisor can answer any questions I may have about what is expected of me in this position.

________________________________________
Employee Name

________________________________________
Employee Signature Date
**Physical Demands**

The physical demands below are typical of those that must be met by the employee to successfully perform the essential functions of the position. Reasonable accommodations may be available for individuals with disability.

<table>
<thead>
<tr>
<th>Activity (Hours per day)</th>
<th>Never 0 Hours</th>
<th>Occasionally Up to 3 Hours</th>
<th>Frequently 3-6 Hours</th>
<th>Constantly 6-8+ Hours</th>
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<tbody>
<tr>
<td>Sitting</td>
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<tr>
<td>Walking</td>
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<tr>
<td>Standing</td>
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<td>X</td>
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<tr>
<td>Bending (neck)</td>
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<tr>
<td>Bending (waist)</td>
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<tr>
<td>Squatting</td>
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<tr>
<td>Climbing</td>
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<td>Kneeling</td>
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<td>Crawling</td>
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<tr>
<td>Twisting (neck)</td>
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<td>Twisting (waist)</td>
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<td>Hand Use: Dominant hand</td>
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<td>Is repetitive use of hand</td>
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<tr>
<td>Simple Grasping (right hand)</td>
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<td>Simple Grasping (left hand)</td>
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<td>Power Grasping (right hand)</td>
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<td>Power Grasping (left hand)</td>
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<tr>
<td>Fine Manipulation (right hand)</td>
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<td>Fine Manipulation (left hand)</td>
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<td>Pushing &amp; Pulling (right hand)</td>
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<td>Pushing &amp; Pulling (left hand)</td>
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<td>Reaching (above shoulder level)</td>
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<td>Reaching (below shoulder level)</td>
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<td>Keyboarding with both hands</td>
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<tr>
<td>Weight</td>
<td>LIFTING</td>
<td>CARRYING</td>
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<td>76-100 lbs</td>
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<td>100+ lbs</td>
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Describe the heaviest item required to carry and the distance to be carried:

A box of supplies/medications up to 25 lbs. carried up to 50 feet.

Other job requirements specific to the Job:
1. Working with Bio-hazards such as blood borne pathogens, sewage? Occasionally (fingersticks, blood draws)
2. Exposure to radiation? No
3. Other:

Acknowledgement

I have read this job description and understand that in accepting this position I indicate can meet the essential functions of this position and other work requirements with or without accommodations. I understand my obligations to follow the policies and procedures governing the performance of my duties and to practice the ethical standards of conduct and behavior expected in my association with the residents and tier families, visitors, co-workers and business associates of the facility. I accept the position of ______________________ and will perform the duties to the best of my abilities

I am requesting the following accommodations ____________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

Comments/Remarks:___________________________________________________________________
_________________________________________________________________________________
_________________________________________________________________________________

Employee signature:___________________________________ Date:____________________