



Position Requirements

POSITION TITLE: Extern – Medical Assistant	DATE: February 2016
DEPARTMENT: Health Center Back Office	REPORTS TO: LVN Supervisor

Position Summary:

The Volunteer Extern Medical Assistant is an unpaid position as part of the Volunteer Program reporting to the Licensed Vocational Nursing (LVN) Supervisor. The main purpose of this position is to gain extern hours and receive hands on experience performing duties as a Medical Assistant. A Volunteer Extern Medical Assistant (MA) shows genuine warmth with patients and has the ability to make them feel comfortable in the health center while providing effective and technically competent nursing assistance to both patients and UHC providers. The MA extern can perform each function of an MA after being trained on it by UHC personnel. The MA assists in examination and treatment of patients under the direction of a physician. Primary tasks are to interview patients, measure vital signs (i.e., pulse rate, temperature, blood pressure, weight, and height), and record information on patients' charts (paper or electronic). MA may be required to draw and collect blood samples from patients and prepare specimens for laboratory analysis. Finally, the MA prepares treatment rooms and exam rooms for examination of patients. The Medical Assistant position provides or facilitates the provision of information needed by both patients and clinicians. Furthermore, they ensure a smooth and well-connected patient flow. The Medical Assistant reports to the Nursing Supervisor.

Position Responsibilities:

Works closely with the Nursing Supervisor and other members of the clinic management team to:

- Provides prompt medical support; promotes a smooth patient flow; collects and records data accurately; maintains order of exam rooms, equipment and supplies
- Provides basic education and information to patients, making sure patients' questions are answered and anxieties alleviated and interfaces with community-oriented activities and staff
- Achieves the organizational mission to provide health care access for all the members of the community. Helps make sure patients and families get the care they need when they need it.
- Consistently and openly communicates with supervisor and all staff.
- Works flexible or extended hours where necessary.
- Participates in health center in-services and meeting, listening and respecting others' ideas.
- Abides by Rules of Confidentiality.

I. Position Objective I: Focus on Patients Records

- a. Listens attentively to patients' complaints and record all information
- b. Consistently secures and protects patient information: keeps paper files out of reach of patients/public. Where active, takes steps to ensure electronic patient information is kept confidential. This is done by activating screen saver, minimizing screen when leaving the area, or log off when walking away from computers for any period of time.
- c. Ensures that exam rooms are neat and set up appropriately for each patient exam.
- d. Performs specimen collection, preparation and maintains required logs.
- e. Supports the patient experience by taking initiative to keep patient informed of upcoming procedures and requirements, facilitates patient focus, involvement, and cooperation.
- f. Discharge patients smoothly from back office areas and checks for any last minute questions. Makes return appointments as appropriate.
- g. Relieves patients' stress and anxiety with clear information.
- h. Provides patients with required educational materials including; vaccine information statements, informs patients of content and answers any questions.
- i. Routes all formal patient complaints/grievances to Site Manager or Department Head. Solves what problems they can at "point of contact."

II. Position Objective I: Focus on Patient Flow

- a. Maintains open communication with the Receptionist, routinely checks status of patients waiting to be registered and relays status to the providers.

- b. Communicates with Nursing Supervisor to help resolve any patient issues or bottlenecks with rooming patients.
- c. Dismisses patients efficiently (e.g., complete lab requisition; administer injections and immunizations according to guidelines, giving appointment, double check paperwork).

Position Objective II: General Corporate Expectations

- a. Attends Volunteer Orientation.
- b. Demonstrates awareness of, and compliance with, organizational mission and objective of UHC to provide health care access and support services for all members of the community.
- c. Maintains confidentiality and respect for information regarding patients and other team members; abides by UHC Rules of Confidentiality and general HIPAA regulations regarding privacy.
- d. Displays a positive, professional and respectful demeanor at all times toward employees, peers, professional contacts, and patients served, maintaining a professional appearance and positive image for the health centers.
- e. Other work-related duties as assigned by supervisor. Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally either verbally or in writing.

Qualifications:

- High School graduate or GED.
- Currently enrolled at an accredited college in the Medical Assistant program.
- Must have valid CPR

Skill Requirements

- Bilingual (English/Spanish)
- Able to build and maintain rapport with patients and providers of differing backgrounds; team player
- Customer-service oriented
- Strong computer skills
- Familiar with adult learning and general training techniques
- Positive professional insight
- Flexibility and dependability
- Demonstrated good problem-solving skills; sound judgment
- Effective leadership/supervisory skills
- Modern office practices and procedures including email
- Intermediate computer skills
- Attention to detail and excellent follow-through on work tasks
- Able to handle multiple tasks simultaneously
- Ability to carry out assignments and follow through on requests/concerns.
- Ability to honor patient confidentiality.

Physical Requirements

- Must be able to lift up to 20 pounds and push up to 50 pounds (on wheels).
- Has ability to speak clearly in order to communicate information to patients and staff.
- Must be able to read and write.
- Must have high manual dexterity.
- Must be able to reach above the shoulder level to work, must be able to bend, squat and sit, stand, stoop, crouch, reach, kneel, twist/turn.
- Must be able to stand for prolonged periods of time.

Signature:	
Print Name:	Date: