



Division: Clinical
Department: Clinical
Position Title: Certified Medical Assistant-Bilingual
Reports To: Practice Manager
FLSA: Non-Exempt

Summary

Certified Medical Assistant-Bilingual is a non-exempt position responsible for assisting all providers to provide high quality efficient patient care.

Job Description

Perform administrative and certain clinical duties under the direction of physicians and managers. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician.

Essential Functions

Must be able to perform the essential functions of the job.

- Provide a high level of customer service to patients, patient's families and other employees.
- Follow and implement UHC policies and procedures
- Assume responsibility for compliance with federal, state and local regulations within the clinic.
- Document all patient encounters, phone calls, and treatments in the patient's health record.
- Prepare and administer medications or treatments as ordered by UHC providers.
- Maintain strict confidentiality of all patient information.
- Maintain a neat, clean, professional appearance.
- Assure personal compliance with infection control, personal protection equipment, blood borne pathogens and hazardous material handling.
- Arriving on time for shift to insure patients are checked into exam rooms and ready for providers to see at scheduled appointment time.
- Assist other CMA's to cover lunches, room patients, give injections and provide treatments ordered by UHC providers as necessary.
- Review medications and allergies with every patient appointment, paying great detail to medication name, dose and frequency. Entering medication and allergy information into electronic medical record.
- Clean exam rooms after every visit.
- Stock exam rooms as necessary.
- Obtain lab specimens including venipuncture as ordered by UHC providers.
- Obtain a full set of vitals, weight, and smoking status with each patient appointment.
- Return and address patient phone calls, lobby visits or faxes by the end of the day.
- Make specialist appointments and referrals in a timely manner.
- Document immunizations for all vaccines given.
- Document all medication administered documenting the name of medication, dose, NDC# and route in patient's health record.
- Clean and sterilize instruments.

Non-Essential Job Functions

- Attend and participates in staff meetings and in-services as assigned.
- Adhere to and support UHC's policies, practices and procedures.
- Accept assigned duties in a cooperative manner and perform all other related duties as assigned by Supervisor.
- Work scheduled shifts.

Knowledge, Skills and Abilities

- Must be able to demonstrate a working knowledge of computers, fax, phone and other office machines.
- The CMA must have excellent communication skills, be able to cope with mental and emotional stress related to the position, function independently, and have flexibility and personal integrity.
- Employee must demonstrate on an ongoing basis the ability to develop and maintain good working relationships with co-workers.
- Bilingual preferred (Spanish)

Working Conditions/Physical Demands

Ability to lift up to 50 pounds occasionally, 25 pounds frequently and 15 pounds constantly. The CMA is required to obtain assistance of another qualified employee when attempting to lift or transfer objects over 25 pounds. Requires constant hand grasp and finger dexterity; frequent sitting, standing, walking and repetitive leg and arm movements, occasional bending, reaching forward and overhead; squatting and kneeling. Ability to communicate verbally, and in writing with an excellent comprehension of the English language. Work is generally performed in an indoor, well-lighted, well-ventilated, heated and air-conditioned environment.

Summary of Occupational Exposures

Certified Medical Assistant is Category I of Potential Exposure, which includes tasks that involve exposure to blood, body fluids, or tissues. OSHA Blood borne Pathogen Standard 1910.1030(c)(2)(i) more specifically defines Category I Potential Exposure as: All procedures or other job related tasks that involve inherent potential for mucous membrane or skin contact with blood, body fluids, or tissues, or a potential for spills or splashes of these. Use of appropriate Personal Protective Equipment (PPE) is required for every employee engaging in Category I tasks

Education: High school diploma or general equivalency diploma (GED), medical assistant diploma from an accredited vocational institution, or a community college course in medical assisting. Appropriate certificate indicating passing grade for specific specialty if working in specialty department; e.g., pediatric medical assistant exam.

Experience: Minimum one year of recent experience working in a medical facility as a medical assistant and/or documented evidence of externship completed in a medical office. Electrocardiogram (EKG), vital signs, venipuncture, capillary, and injection current experience.

Other Requirements: Current documentation of a national certification for the registered medical assistant (RMA) through the American Medical Technologists (AMT) or for the certified assistant through the American Association of Medical Assistants (AAMA). Must possess a current CPR certification and current health records with the appropriate immunizations to work in the health care field (hepatitis B and tuberculosis). And, "other duties as assigned".