

**Mason City Clinic
Job Description**

Job Title: Clinic Medical Assistant
Department: Nursing – Various specialty departments

JOB SUMMARY

The Clinic Medical Assistant Provides support in the medical field by performing various medical and clerical activities to assure quality care and a more efficient work place.

ORGANIZATIONAL SUMMARY

- A. Reports to: Clinic Nurse Manager/Clinic Nurse Supervisor
- B. Supervises: None
- C. Key Working Relationships: Providers, Vendors, MercyOne and Mason City Clinic Administration, MercyOne Director, Clinic Nurse Manager/Clinic Nurse Supervisor, clinic staff, and other departments/representatives within Mason City Clinic, MercyOne-North Iowa, and network hospitals/clinics.
- D. Primary Customer Groups: Patients and families served within MercyOne-North Iowa
- E. Age/Population of Patients Served:

<input type="checkbox"/>	Neonatal	<input type="checkbox"/>	Adolescent	<input type="checkbox"/>	Geriatric
<input type="checkbox"/>	Pediatric	<input type="checkbox"/>	Adult	<input checked="" type="checkbox"/>	All Ages

ESSENTIAL FUNCTIONS

- A. Escorts patient to exam room. Obtains and documents data to include but not limited to chief complaint, allergies, vital signs, pain level, medication history, and fall risk. Obtains and reviews basic health history information. Anticipates and prepares exam room with equipment and supplies required for the visit Prepares patient for specific examination required including removal of bandages, splints, casts or other wound coverings and other patient- care procedures. Assists with exam/procedures as requested. Prepares patient and necessary instruments, scopes, sutures, bandages, and other needed supplies specific to the procedure.
- B. Utilizes written policies/procedures and universal precautions when performing lab/diagnostic tests or procedures. Reports and documents all critical lab/diagnostic test values to provider. Performs, maintains and documents quality controls as applicable/requested, i.e., logs, proficiency tests, maintenance records, etc.
- C. Assists in scheduling patients for office appointments, lab/diagnostic tests/referrals, procedures/surgery. Reviews written test preparation handout with patient and documents in medical record. Refers patient to provider/registered nurse if patient education is required.
- D. Ensures prior authorization process is signaled for testing and procedures as indicated.
- E. Utilizes proper procedure for administering medications with emphasis on patient safety. Documents administration of medications.
- F. Under direction from the physician, performs test and procedures on patient following established procedures. Examples include but not limited to performing ear washes, administering enemas, administering vaccines and injections, casting, splinting, administering of chemotherapy agents or other hazardous medications, and packing of wounds.

- G. Prepares procedure or testing specimens for off-site processing and delivers specimens to appropriate place for processing. Retrieves specimen reports, updates provider with results, and ensures patient is notified of results.
- H. Documents notification/follow-up of phone messages under direct supervision of a provider.
- I. Maintains a positive working relationship with co-workers, medical staff, and personnel of other departments, and assists customers.
- J. Assists in cost containment by maintaining an adequate quantity of supplies in workstations, exam procedure rooms (lab if applicable).
- K. Supports Process Excellence concepts and participates in continuous process improvements, ensuring quality patient care and improve customer satisfaction.
- L. Assists in providing basic education information to patients and documents in medical record.
- M. Maintains required department confidentiality and abides by HIPPA regulations.
- N. Takes an active role in enhancing ability to carry out job functions through personal and professional/job-related growth and development, and participates in medical center and/or departmental education programs.
- O. Supports and abides by all departmental, and safety policies and procedures. Proactively identifies safety concerns surrounding the work environment.
- P. Performs other responsibilities as requested by nursing manager/nursing supervisor/other members of the management team.

ADDITIONAL FUNCTIONS

- A. Participates in the training, orientation, and education of new employees.
- B. Serves as a resource person for patients and other clinic staff.
- C. Functions as a team member by providing back up when needed.

POSITION QUALIFICATIONS

- A. Education [formal]:
 - 1. Graduate of an approved school for medical assistant required.
 - 2. Credentialed as a medical assistant is required (CMA, RMA, NCMA). CCMA certification is accepted with successful completion of a training program.
- B. Experience:
 - 1. A minimum of six months work experience in a health care facility performing duties relating to patient care is preferred.
 - 2. Additional experience involving computer knowledge.
- C. Special Skills and Competencies:
 - 1. Communication skills with the ability to maintain and display professionalism with customers and coworkers.
 - 2. Organizational skills and attention to detail.
 - 3. Flexibility and adaptability.
 - 4. Functions as a patient advocate.
 - 5. Skills in preparing records and documenting in the EMR including good typing skills.

x	Must provide proof of Basic Life Support (BLS Healthcare Provider, American Heart Association; or American Red Cross, Professional Rescuer-LIVE class only) via current card prior to employment or within 60 days of hire and maintains current status.
x	Completes Mandatory Reporting: Child and Dependent Adult Abuse requirement within 6 months of hire and renews this requirement every 3 years.
	Completes Advanced Cardiac Life Support (ACLS) – American Heart Association within 6 months of hire and maintains current status.
	Completes Pediatric Advance Life Support (PALS) – American Heart Association within 6 months of hire and maintains current status.
	Completes Neonatal Resuscitation Program (NRP) – American Heart Association within 6 months of hire and maintains current status.
	Completes MANDT Training within 6 months of hire and maintains current status.
	Completes Trauma Nurse Core Course (TNCC) within 6 months of hire and maintains current status.

Motor Vehicle:

Required to operate _____ MercyOne Vehicle _____ Personal Vehicle ___X___ N/A

Frequency of operation: _____ daily _____ weekly _____ monthly _____ quarterly

List any special licenses or requirements for Mason City Clinic/MercyOne vehicle operation:

Note: If required to operate vehicle, will need to maintain valid driver's license and provide proof of adequate insurance coverage.

MACHINES, TOOLS AND EQUIPMENT

A. (List machines, tools and equipment that serve a major function of the job, use group titles of equipment, identify unique or specialized equipment.)

- EKG
- Nebulizer
- Emergency Equipment
- Department specific testing & procedure equipment
- Telephone
- Pulse Ox
- Computer
- Multi-function device
- Primex Medication monitor
- Computer
- Vital sign equipment

REVIEWED/COMPLETED BY:

Title	Name
Mason City Clinic Administrator	Dana Young, MBA
MercyOne Nursing Manager Specialty Clinic at Mason City Clinic	Ruth Bierschenk, RN
MercyOne Interim Director of MercyOne Specialty Clinic at Mason City Clinic	Charles Kelch

VII. PHYSICAL JOB DEMANDS

Department: Nursing Various Departments	Mason City Clinic	Position: Clinic Registered Nurse
ESSEN is marked with an X if the particular demand or category is relevant to the purpose of the job.	SIDE refers to the side or limb required to execute a task. If it is marked E, it indicates either side, the most common choice is listed first. D refers to dominant and B to both sides.	Frequency Ratings Continuously- 67-100 % or 62 times an hour Frequently – 34-66 % or 12-62 times an hour Occasionally – 0-33 % or 1-12 times an hour Rarely- 7 or less times a day (R) Weekly – Once a week (W)

Physical Demands	E S S E N	S I D E	Rarely/ Weekly	O C C A S I O N A L	Freq.	Cont.	Max. Weight (lbs.)	Usual Weight (lbs.)	COMMENTS
S T R E N G T H	Lifting - Floor to waist	X		10 lbs.					
	Lifting - Waist to Shoulder	X		7 lbs.					Chart / supplies
	Lifting – Shoulder to Over Head	X		2 lbs.					Supplies
	Carrying - With Handles	X		5 lbs. Rarely					Nebulizer
	Carrying - Without Handles	X		35 lbs. Rarely 50 lbs. Weekly	15 lbs.				Patient Sterilization bins
	Pushing - Upper Extremity	X			10 lbs.				Office chair 3 ft.
	Pushing - Hip/Leg Assist	X		50 lbs. Weekly	35 lbs.				Patient in wheelchair / Cart with supplies 30 ft.
	Pulling - Upper Extremity	X			10 lbs.				Office chair 3 ft.
	Pulling - Hip/Leg Assist	X		50 lbs. Weekly	35 lbs.				Patient in wheelchair / Cart with supplies 5 ft.
	Reach - Shoulder or Above	X		Rarely					Stocking supplies
	Reach – Shld/Above extnd			Weekly					
	Reach - Below Shoulder	X				X			Drawers
	Reach - Bel. Shlder extnd			Weekly					
	Handling	X				X			
	Gripping	X				X			Blood pressures / gait belt / wheelchair handles
Fine Finger Movements	X				X			Computer	
E	Aerobic (percent)	X					95 %		
N	Anaerobic (percent)	X					5 %		

Physical Demands		E S S E N T I A L	S I D E	Rarely/ Weekly	O C C A S I O N A L	Freq.	Cont.	Max. Weight (lbs.)	Usual Weight (lbs.)	COMMENTS
R G	High Energy Expenditure	X						95 %		
	Low Energy Expenditure	X						5 %		
P O S T U R E + M O	Neck - Static Flexion	X			X					
	Neck - Static Neutral	X				X				
	Neck - Static Extension	X		Rarely						
	Neck - Rotation	X				X				
	Throwing							N/A		
	Sitting	X			X					
	Standing	X				X				
	Walking	X				X				
	Climbing - Arms and Legs							N/A		
	Climbing - Legs Only	X			X					Stairs
	Bending/Stooping	X			X					Patient care
	Crouching	X			X					
	Kneeling							N/A		
	Crawling							N/A		
	M O	Twisting	X				X			
Balancing								N/A		
	Running/jumping							N/A		
G E N	Traveling	X			X					Outreach
	Work Alone	X				X				
	Interact with Public	X					X			
	Operate Equip/Machinery	X				X				
	Irregular/Extended Hours	X			X					
P E R C E P T I O N	Hearing - Conversations	X					X			
	Hearing - Other Sounds	X				X				
	Vision - Far	X				X				
	Vision - Near	X				X				
	Vision - Color	X			X					
	Vision - Depth	X				X				
	Feeling (Tactile)	X			X					
	Reading	X x				X				
	Writing	X				X				
Speech	X					X				
W O	Inside Work	X					X			
	Outside Work							N/A		
R K	Hot Conditions >77 deg. F			Weekly						

Physical Demands		E S S E N	S I D E	Rarely/ Weekly	O C C A S	Freq.	Cont.	Max. Weight (lbs.)	Usual Weight (lbs.)	COMMENTS
E N V I R O N M E N T	Cold Conditions <50 deg. F							N/A		
	Humid			Weekly						
	Dust							NA		
	Vapor Fumes	X			X					
	Hazardous Machines							N/A		
	Proximity to Moving Object	X				X		Congested halls and nursing stations		
	Noise	X				X				
	Electrical Hazard	X			X					
	Sharp Tools	X			X			Needles / Blades		
	Radiant/Thermal Energy	X		Rarely						
	Slippery Conditions	X		Rarely						
	Vibration and Related	X		Rarely						
	Chemical Irritants	X			X					
	Organic Substances	X				X				
	Medical Waste	X			X					
	Blood Products	X			X					
	Congested Worksite	X				X				
	Lighting - Direct	X			X					
	Lighting - Indirect	X				X				
	Lighting - Adjustable	X		Rarely						
Lighting - Fluorescent	X				X					
Lighting - Incandescent	X			X						
Lighting - Shadows etc.	X			X						
Comments:										

Created: March 2021
Updated: April 2021