



JOB TITLE: MEDICAL ASSISTANT
REPORTS TO: Clinical Director
DATED: Revised November 2015
PAY RANGE: DOE

POSITION SUMMARY

Functions as part of the Kodiak Community Health Center (KCHC) multidisciplinary health care team in providing care to patients. Performs direct patient care activities within the scope of a Medical Assistant.

A. ESSENTIAL JOB FUNCTIONS:

1. Assists KCHC Medical providers with patient examinations and procedures as directed.
2. Obtains and documents on appropriate forms, patient history, vital signs, and other significant information pertinent to the patient's condition.
3. Performs venipuncture/phlebotomy, urinalysis, and other laboratory procedures for which the Medical Assistant has been trained and demonstrated competency, as requested by a KCHC Medical Staff provider.
4. Consistently follows established standards, policies, and procedures in providing patient care.
5. Assists in providing patient education.
6. Stocks KCHC exam rooms and equipment on a weekly basis.
7. Assists Clinical Director in maintaining adequate medical supplies and medications to provide effective patient care.
8. Performs vaccine administration as per standard Center for Disease Control Guidelines and document appropriately. Administers injectable medications as directed by KCHC provider and documents appropriately.
9. Performs nursing visits with direct consultation of KCHC Medical Staff providers as indicated.
10. Performs all Medical Assistant duties and quality control checks as indicated for the KCHC Immunization Program as it pertains to ordering, stocking, monitoring, and other duties as indicated by the needs of the program.
11. Maintains a high proficiency in all KCHC computer software systems, email, and internet websites that are directly associated with the performance of clinical staff duties.

12. Performs and maintains provider chart checks and all other associated documentation (e.g., American Congress of Obstetricians and Gynecologists [ACOG] monitoring) to provide comprehensive patient care.
13. Other duties as assigned.

B. MISSION STATEMENT

KCHC's Mission is: *To provide high quality, comprehensive primary and preventive health care services.*

Employee upholds and supports our mission statement by demonstrating the Employee Behavior Expectations as outlined below.

C. EMPLOYEE BEHAVIORAL EXPECTATIONS

KCHC is a place where kindness and respect are our guiding principles. The following behaviors demonstrate our commitment to honoring those principles in our everyday work lives.

As a KCHC employee, I pledge to:

1. **Appearance:**
 - a. Maintain a professional personal appearance and abiding by the dress code at all times while working for and representing KCHC
 - b. Demonstrate a positive affect
2. **Attitude:**
 - a. Acknowledge clients, and maintain appropriate eye contact
 - b. Always be welcoming, kind, courteous, respectful and helpful to clients and co-workers alike
 - c. Express gratitude often
3. **Respect:**
 - a. Always treat patients as if they were treasured family members
 - b. Always treat colleagues in a respectful manner
 - c. Celebrate and respect diversity in culture, life style, points of view, and belief systems
4. **Ownership/Accountability:**
 - a. Acts as a member of the KCHC Healthcare Team in the provision of health services to individuals, families, and/or their communities. Works collaboratively with patients and their caregivers—to the extent preferred by each patient—as well as with other members of the KCHC Healthcare Team to accomplish shared goals within and across settings to achieve coordinated, high-quality care.
 - b. Act as an ambassador representing KCHC
 - c. Anticipate and consistently exceed customer/patient needs and expectations
 - d. Understand and willingly accept all appropriate job responsibilities
 - e. Demonstrate a proactive, positive approach to problem solving
5. **Communication:**
 - a. Always acknowledge patients and their family members using their preferred names
 - b. Keep patients and their families fully informed throughout their visit

- c. Always maintain patient confidentiality and respect patient and co-worker privacy
- d. Utilize kind and respectful telephone and email communication
- e. Demonstrate positive and proactive communication skills including active listening.
- f. To speak respectfully, complain rarely, and actively participate in finding solutions that benefit everyone involved!
- g. Recognize and celebrate random acts of kindness

ESSENTIAL JOB QUALIFICATIONS:

(Any equivalent Combination of Knowledge, Skills, Abilities, Education, and Experience)

1. **Education:** High school diploma/GED required. Formal education in a Licensed Practical Nurse, Medical Assistant, or allied health program preferred. Must possess current BLS certification upon hire or obtain one within 6 months of date of hire.
2. **Experience:** Previous medical office experience is highly desirable; phlebotomy experience preferred.
3. **Licensure/Certification:** Following licensure/registration is preferred:
 Certified Medical Assistant [CMA (AAMA)]
 Registered Medical Assistant (RMA)
 Licensed Practical Nurse (LPN) with current State of Alaska licensure

For applicants who do not meet the preferred licensure/certification, on-the-job training will be considered on a case by case basis. All will work under the licensure of the Clinical Director.

4. **Other Qualifications:** Effective communication skills, written and verbal, and customer service skills are required. Must have good organizational skills and the ability to function cooperatively as part of an interdisciplinary team.
5. **Attendance:** Regular attendance and punctuality is expected and required of this position
6. **English Language:** Must be able to read, write, and speak English. Bilingual (Tagalog or Spanish) is preferred.

This Job Description reflects Kodiak Community Health Center’s best effort to describe the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract. Your signature indicates you have read this Job Description and understand the essential functions and essential qualifications of the job.

Employee Printed Name: _____ Date: _____ Employee Signature: _____

IN AN 8 HOUR WORKDAY, THIS JOB REQUIRES:

N = NEVER	(0 hours per day)
R = RARELY	(less than 1/2 hours per day)
O = OCCASIONALLY	(1/2 to 2.5 hours per day)
F = FREQUENTLY	(2.5 to 5.5 hours per day)
C = CONTINUALLY	(5.5 to 8 hours per day)

**WORKING
CONDITIONS/ENVIRONMENT**

I. LIFTING/CARRYING (Amount of force exerted to lift and/or carry)	
1 - 10 lbs.	F
11 - 20 lbs.	O
21 - 35 lbs.	O
36 - 50 lbs.	O
51 - 75 lbs.	O
76 - 100 lbs.	O

II. PUSHING/PULLING (Amount of force exerted to push and/or pull)	
1 - 10 lbs.	F
11 - 20 lbs.	O
21 - 35 lbs.	O
36 - 50 lbs.	O
51 - 75 lbs.	O
76 - 100 lbs.	O

III. POSTURES/MOVEMENTS	
Sitting	F
Standing	F
Walking	F
Stooping, kneeling, crouching and/or crawling	O
Reaching and /or grasping	F
Hand/finger dexterity	C
Climbing and/or balancing	O
Carrying, pushing and/or pulling	F

IV. COGNITIVE/SENSITIVE	
Talking	C
Hearing	C
Sight (Addendum: acuity, color blindness)	C
Smelling/tasting	C

OCCUPATIONAL ASPECTS

A. WORK ENVIRONMENT	
Working Inside	C
Working Outside	N
Changing Temperatures	N
Wet/Humid Conditions	N
Areas of dust, odors, mist, gases or other airborne matter	O
Mechanical, electrical and/or other hazards	O
Confined Spaces	N

B. OTHER ASPECTS	
Infectious Agents	O
Chemicals	O

C. Special Equipment/Clothing	
Special Equipment or Clothing	C

The above is intended to describe the general content of, and requirements for, the performance of this job. It is not intended to be construed as an exhaustive statement of duties, responsibilities or requirements.