

**SIU School of Medicine
POSITION DESCRIPTION**

INCUMBENT:

CSN:

PRESENT CLASSIFICATION: Medical Assistant (Credentialed/Certified)

DATE: December 2022

**DEPARTMENT/DIVISION: SIU Center for Family Medicine – Tville
UNIT: Clinic Operations**

FUNCTION

This position performs a variety of tasks in the medical office and clinic setting. Since individuals in this position are trained in frontend operations, backend operations, nursing and laboratory, all are listed below in order to achieve maximum flexibility. Each position will have a major time commitment to one area indicated below by the percentages but will also be trained for coverage in all.

ORGANIZATIONAL RELATIONSHIPS

This position reports to the Charge Nurse of the Taylorville FQHC who in return reports to the Nurse Administrator, who reports to the Chief Operating Officer of the FQHC

DUTIES AND RESPONSIBILITIES

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities. Demonstrates, by actions, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvements.

Laboratory 10%

1. Performs capillary and venipuncture blood collection as needed.
2. Instructs patients on proper urine collection techniques.
3. Relays information to the patient regarding proper preparation for various lab tests
4. Perform lab tests as follows:
 - Urine pregnancy test, by visual color comparison methods.
 - Glucose, blood, by glucose monitoring devices (AccuCheck).
 - Blood, occult, feces screening.
 - Urinalysis, by dipstick for bilirubin, glucose, hemoglobin, ketone, leukocytes, nitrite, pH, protein, specific gravity, urobilinogen.
 - Blood count: spun hematocrit.
 - Rapid Strep tests and Influenza tests
 - Sedimentation rate, non-automated.
 - Cholesterol Screening Test
5. Cover on the floor by assisting providers with rooming patients and taking vitals.
6. Assist providers with procedures, orders and referrals as needed.
7. Coordinates processing of lab samples to correct reference laboratory.
8. Data entry of patient information and test requisition preparation for samples sent to the reference lab.
9. Stock and order laboratory supplies – submit order form to Supervisor.
10. Ensure safety per OSHA Standards.

11. Communicate with hospitals and outside labs regarding missing information, mistakes or problems with lab samples and orders sent.

Direct Patient Care 80%

1. Assists physicians in direct patient care, i.e. diagnostic and treatment procedures.
2. Assists nursing by escorting patient to the exam room, doing vitals and recording data in the EHR.
3. Accesses the EHR to input, update, retrieve and review demographic, insurance and appointment information for established patients.
4. Following a medical provider's orders, enters into the Electronic Health Record (EHR) requisitions for medications, laboratory, radiology and other diagnostic tests.
5. Responsible to see patients in nurse only clinics under direct physician supervision for protocol driven patient care, i.e. medication administration, and weight checks.
6. Administers and records in the EHR prescribed medications and immunizations by IM, subq, intradermal, and by mouth per SIU Guidelines, refills prescriptions under physician order.
7. Responsible for monitoring and maintenance of clean, well equipped and supplied exam rooms.
8. Responsible for monitoring and recording refrigerator temperatures twice daily to ensure proper storing temperatures for medications and vaccinations.
9. Ensures charge tickets are completed, and physician, demographic, and billing information is accurate.
10. Responsible for cleaning and sterilizing instruments and storing them properly.
11. Assists in orientation and training of medical assistant students and new medical assistant staff.
12. Responsible for ordering weekly laundry and proper sorting and storing when delivered.
13. Assists Clinic Manager with inventory of clinical supplies and notifies Clinic Manager when supplies are needed.

Training 10%

1. Trains residents in time management in the outpatient clinic setting
2. Trains residents in laboratory techniques.
3. Assist in training other medical assistants for lab, clinic and reception duties.

SKILLS AND ABILITIES NEEDED FOR THIS POSITION:

Sensitive to the needs of underrepresented minority populations.

RESPONSIBILITY

A. Supervisory Controls - The supervisor, as needed, assigns duties. The employee establishes the procedures with the assistance and approval of the supervisor. The employee will then be expected to work independently, except for occasional consultation with the supervisor.

B. Guidelines - Guidelines for the position are set originally with residency faculty. The administrative nurse is responsible for seeing that the guidelines are followed through.

DIFFICULTY

A. Complexity - Must be able to multi-task and adapt to changes in physician needs and requirements.

B. Scope and Effect - The employee in this position directly affects patient satisfaction and health outcomes. The position is extremely important for resident training.

PERSONAL CONTACTS

This individual will have daily contact with faculty, residents and staff, as well as patients and other individuals outside the clinic.

ENVIRONMENTAL, HEALTH AND SAFETY RESPONSIBILITIES

Participates in meetings, trainings, and other environmental, health and safety activities as required by SIU School of Medicine.

WORKING CONDITIONS

See attached for environmental and physical requirements.

SIGNATURES:

INCUMBENT: _____ DATE: _____
Incumbent

SUPERVISOR: _____ DATE: _____

REVIEWED BY: _____ DATE: _____

APPROVED BY: _____ DATE: _____

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: **Medical Assistant (certified / credentialed)**
 Position No. (If applicable): _____ Department: **Family and Community Medicine/Taylorville-SMS**

WORK ENVIRONMENT: (Check all applicable environments)

<input type="checkbox"/> Office	<input type="checkbox"/> Hospital
<input type="checkbox"/> Clinic	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Research Laboratory	<input type="checkbox"/> Outdoors
<input type="checkbox"/> Other (Be Specific): _____	

PHYSICAL DEMANDS:	Seldom <small>(Performed rarely less than 2% of the time)</small>	Occasionally <small>(Performed less than 25% of the time)</small>	Frequently <small>(Performed 26% to 50% of the time)</small>	Constantly <small>(Performed 51% or most of the time)</small>	N/A
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(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)

Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Close visual acuity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hearing - Conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Hearing - Other Sounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Stooping	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working at heights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in extreme cold, heat and/or humidity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in close quarters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Climbing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Operating motor vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working above shoulder level	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Kneeling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Pushing or pulling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carrying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lifting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I affirm the environmental and physical demands listed on this form are an accurate reflection of the requirements of this position to the best of my knowledge and belief.

I have read, understand and am capable of meeting the physical and environmental demands of this position.

Supervisor Signature _____ Date _____ Supervisor Name _____ Employee Signature _____ Date _____