

**MEDICAL ASSISTANT (CREDENTIALLED/CERTIFIED)  
POSITION DESCRIPTION**

INCUMBENT \_\_\_\_\_

CSN

CLASSIFICATION TITLE Medical Assistant (Credentialed/Certified)

DATE 8/22/2019

DEPARTMENT/DIVISION Family & Community Medicine / Quincy

**Function**

This position provides clinical support to the patients of SIU Family and Community Medicine-Quincy. The majority of time is spent in the capacity of Medical Assistant (Credentialed/Certified) where patient care is given within the clinic. This position must work closely with faculty, residents, staff and patients to ensure an efficient operation.

**Organizational Relationship**

This person reports to the Nurse Administrator, who reports to the Assistant Professor, Site Chief Medical Officer of Family and Community Medicine-Quincy, who reports to the Professor, Site Director of Family and Community Medicine-Quincy, who reports to the Chair of Family and Community Medicine, who reports to the Dean and Provost of SIU School of Medicine.

**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 improvement.

**A. Patient Care**

**80%**

1. Prepares patient exam rooms and the patient by explaining the procedure and indications for the exam. Also offers the patient any brochures, diets or booklets pertaining to his/her particular health problems. Teaches patient components of health care related to his/her diagnosis.
2. Rooms patients according to rooming protocol.
3. Assist providers at time of exam and with follow-up procedures.
4. Assist with preparation of medications and treatment as directed by providers.
5. Assist providers with telephone messages.
6. Follows-up on provider's orders by transcribing these in charts and notifying the pharmacy when appropriate.
7. Scribes for providers during office visit according to SIU Scribing Guidelines.
8. Performs various screening test including; audiograms and visual testing using Titmus or Snellen vision checks. Also performs NST and external fetal monitoring.
9. Calls other facilities to set up appointments for x-rays or referral to another provider.
10. Completes appropriate insurance referral forms for patient to take to specialty provider.
11. Assist in the operation of respiratory equipment when necessary and explains operation to patient, i.e. nebulizer and pulmonary function test.
12. Records prescription refills and other pertinent medical information in patients' charts per phone conversations or through personal contacts.
13. Following a medical provider's orders, enters into the Electronic Health Record (EHR) requisitions of medicines, laboratory and radiology.
14. Takes walk-in blood pressures and records in charts.
15. Sterilizes instruments.
16. Performs EKG's, pulmonary functions test, spirometry, pulse oximetry, nebulizer treatments, ear irrigations, obstetric non-stress test and external fetal monitoring.
17. Constant updating on computer information availability, including the electronic health record system, insurance information and patient education.
18. Complete periodic resident evaluations.
19. After a competency check off, administer injections to patients.

**B. Miscellaneous and Clerical Duties 20%**

1. Maintains patient files and medical records.
2. Completes and faxes insurance referral forms.
3. Mails or faxes patient information to outside providers and hospitals.
4. Cleans and sterilizes equipment and supplies.
5. Receives and stores new supplies as needed.

**C. Medical Assistants must NOT**

1. Write, phone or sign new prescriptions unless under direct guidance of provider.
2. Mix or administer medications without approval by a nurse or provider.
3. Give preoperative orders to the hospital.
4. Give allergy shots.

**Knowledge required for the Job**

1. Understanding of outpatient provider office procedures and patient flow.
2. Preference given to experience gained in a primary care environment.
3. Able to work professionally and adeptly under pressure.
4. 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 - The Nurse Administrator is responsible for seeing that the policies and guidelines are followed through, and is guided by University and Department policies and procedures.

This person will follow the Family Medicine, School of Medicine, University and Center for Family Medicine-Quincy guidelines. These are general guidelines and do not specifically outline how a person filling this position should perform. However, this person will be a direct reflection of the SIU Center for Family Medicine-Quincy and FCM – Quincy Residency Program. For this reason, neatness, cleanliness, organization, excellent communications skills, both oral and written, ability to get along with others, and personal conduct will be a consideration. Additionally, at SIU Center for Family Medicine – Quincy, we share accountability for safe practices. Employees are required to bring attention to safety issues, change current practices to enhance safety, share errors, and ask for help when needed.

**Difficulty**

- A. Complexity – Must adapt to changes in provider needs and requirements. Must use sound judgment and be attentive to detail and document thoroughly.
- B. Scope and Effect – The employee in this position directly affects patient satisfaction and health outcomes.

**Personal Contacts**

The employee will have frequent contact with all faculty, residents and staff, as well as patients, pharmacies, outside provider offices, labs and other health care organizations and agencies.

**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**

Must be able to work under stress and adapt to changing conditions and priorities. No risks or discomforts are anticipated in this position. Will be required to provide direct patient care including safe handling of body fluids. See attached Physical and Environmental Requirements form.

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Incumbent  
Medical Assistant (Certified/Credentialed)  
SIU Department of Family and Community Medicine-Quincy

Date \_\_\_\_\_

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Jill Zwick RN, BSN  
Nurse Administrator  
SIU Department of Family and Community Medicine-Quincy

Date \_\_\_\_\_

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Michael Connolly, MD  
Professor, Site Chief Medical Officer  
SIU Department of Family and Community Medicine-Quincy

Date \_\_\_\_\_

# PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

## SIU SCHOOL OF MEDICINE

Incumbent: \_\_\_\_\_ Classification: **Medical Assistant (Credentialed/Certified)**

Position No. (If applicable): \_\_\_\_\_ Department: **Family and Community Medicine/Quincy Clinic-SMS**

**WORK ENVIRONMENT: (Check all applicable environments)**

<input type="checkbox"/> Office	<input type="checkbox"/> Hospital
<input checked="" 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Travel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input type="radio"/>	<input checked="" type="radio"/>	<input 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling	Over 60 lbs.	20 - 40 lbs.	5 - 10 lbs.	Less than 5 lbs.	<input type="radio"/>
Carrying	40 - 60 lbs.	20 - 40 lbs.	5 - 10 lbs.	Less than 5 lbs.	<input type="radio"/>
Lifting	Over 60 lbs.	20 - 40 lbs.	5 - 10 lbs.	Less than 5 lbs.	<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.

Jill Zwick RN, Nurse Administrator

Supervisor Signature

Date

Supervisor Name

Employee Signature

Date