POSITION DESCRIPTION

INCUMBENT: **CSN:**

PRESENT CLASSIFICATION: **Medical Assistant (Credentialed/Certified)** **DATE: 03/06/2023**

DEPARTMENT/DIVISION: **SIU Center for Family Medicine – Carbondale**
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 and 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 Nurse Administrator. The Nurse Administrator of SIU Center for Family Medicine who in return reports to the Health Care Administrator of the Center.

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 administraion, 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 Nurse Admin with inventory of clinical supplies and notifies Nurse Admin when supplies are needed.

Training 10%

1. Assists in training residents in time management in the outpatient clinic setting
2 Assists in training residents in laboratory techniques.
3. Assist in training other medical assistants for lab, clinic and receptions 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 at the Center, as well as patients and other individuals outside the Center.

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 _____

REVIEWED BY: _____ DATE _____
Tiffany Falgot, RN
Nurse Administrator

_____ DATE _____
Coral Barnett-Cerrato
HealthCare Administrator

ADMINISTRATIVE APPROVAL:

_____ DATE _____
Leigh Ann Keyser
Site Administrator

_____ DATE _____
Andrew Yochum, DO
Director

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: Certified Medical Assistant

Position No. (If applicable): _____ Department: SIU Family Med Carbondale, FQHC

WORK ENVIRONMENT: *(Check all applicable environments)*	
☒ Office	☐ Hospital
☒ Clinic	☐ Warehouse
☐ Research Laboratory	☐ Outdoors
☐ Other (Be Specific):	

PHYSICAL DEMANDS: (Indicate frequency of activity during performance of position duties)	Seldom (Performed rarely less than 2% of the time)	Occasionally (Performed less than 25% of the time)	Frequently (Performed 26% to 50% of the time)	Constantly (Performed 51% or most of the time)	N/A
(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)					
Reading	○	○	○	●	○
Writing	○	○	○	●	○
Speaking	○	○	○	●	○
Close visual acuity	○	○	○	●	○
Travel	○	●	○	○	○
Hearing - Conversation	○	○	○	●	○
Hearing - Other Sounds	○	○	○	●	○
Stooping	○	○	●	○	○
Squatting	○	○	●	○	○
Gross hand manipulation	○	○	○	●	○
Fine hand manipulation	○	○	○	●	○
Working in dust, fumes, gases, or irritants	●	○	○	○	○
Working at heights	●	○	○	○	○
Working in extreme cold, heat and/or humidity	●	○	○	○	○
Working in close quarters	○	○	○	●	○
Climbing	●	○	○	○	○
Operating motor vehicles	●	○	○	○	○
Sitting	○	○	●	○	○
Standing	○	○	●	○	○
Walking	○	○	○	●	○
Working above shoulder level	●	○	○	○	○
Twisting	●	○	○	○	○
Kneeling	●	○	○	○	○
Pushing or pulling	over 60 lbs				○
Carrying	over 60 lbs				○
Lifting	over 60 lbs				○
Other (Please list): _____	○	○	○	○	○

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 _____