

CIVIL SERVICE POSITION DESCRIPTION

INCUMBENT:

CSN: N10228

FLSA Status: Non Exempt

PRESENT CLASSIFICATION Medical Assistant (Credentialed/Certified)

DATE:

DEPARTMENT: Family & Community Medicine

DIVISION: SIU Center for Family Medicine –Decatur

SIU Decatur Family Medicine Residency Training Program

Function

The Medical Assistant (Credentialed/Certified) performs clinical care procedures under the direct supervision of the RN Charge nurse, RN Nurse Administrator, M.D. or Advanced practitioner. The primary responsibility of the position is to ensure that safe, quality, and efficient health care delivery is provided to patients under the direction of a Medical Doctor (MD), Physician Assistant (PA), Nurse Practitioner (NP) or Registered Nurse (RN). This position will foster a team approach by working collaboratively with the patient, family, physician, and other members of the health care team to ensure coordination of services. Actively participates in provider and staff team projects (including daily huddles but not limited to) in order to enhance patient care coordination and patient satisfaction.

Organizational Relationship

This Medical Assistant (Credentialed/Certified) reports to the RN Charge Nurse who reports to the RN Nurse Administrator who reports to the Regional Administrator for the SIU Center for Family Medicine-Decatur.

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. CLINICAL DUTIES 70%

1. Prepares patients for provider exams by accurately taking and recording vital signs, review of medication list, and review of allergies.
2. Performs venipuncture and assists with CLIA waived lab tests.
3. Performs screenings such as visual acuity and yearly wellness recommendations.
4. Identifies patient signs or symptoms that indicate a significant variance and informs RN and/or physician in a timely manner.
5. Provides and documents patient care within the standards of practice, policies, procedures and department protocols.
6. Collects specimen samples from patients of all age groups using appropriate lab procedures and two patient identifiers.
7. Notifies supervisor and/or physician with appropriate questions or concerns.

B. CLINICAL SUPPORT 20%

1. Cleans, sterilizes, and packages instruments and equipment for diagnostic procedures and treatment as required.
2. Required to run weekly controls on CLIA waived lab units as part of quality control.
3. Performs weekly cleaning and maintenance of laboratory equipment.
4. Assists in inventory of clinical supplies including checking of expiration dates.
5. Maintains clean, well-equipped exam rooms, laboratory, and procedure rooms.
6. Monitors, tracks, and records clinical refrigerator and freezer temperatures into the ICARE system.
7. Observes safety precautions for patients and staff.

C. ADMINISTRATIVE DUTIES 5%

1. Assists supervisor with report completion as directed.
2. Assists in quality assurance and improvement (i.e. Repeat BP checks, nurse standing orders).
3. Prioritizes work effectively and seeks guidance from supervisor as needed.

D. EDUCATION 5%

1. Attends clinical in-service, continuing education programs, and department meetings.

Skills and Abilities Needed for the Position

1. Skill in venipuncture
2. Ability and desire to learn new software applications & electronic medical records (EMR) system.
3. Ability and desire to function well with faculty, resident physicians, nursing staff, other staff, and outside health care agencies and providers.
4. Ability to readily understand verbal and written instructions.
5. Confident and professional in performance of job duties.
6. Helpful, courteous, and willing to work within knowledge and competency.
7. Strong oral, written, and interpersonal communication skills.
8. Strong organizational and time management skills.
9. Regularly demonstrates department and age specific competencies for all ages.
10. Sensitive to the needs of underrepresented minority populations

Responsibility

A. Supervisory Controls

Direct supervision in the form of written and oral direction from the physician, advanced practitioner, the RN Charge nurse, and/or the RN Administrator. This position requires some degree of independent decision-making with direction available, as needed.

B. Guidelines

This position is guided by University, Department, and FQHC policies and procedures.

Difficulty

- A. Complexity - The Medical Assistant (Credentialed/Certified) must adapt to various practice styles of physicians and residents and must be able to multi-task and work in a fast pace setting. The MA must possess a variety of skills and knowledge and have the ability to work well with all others in this organization.
- B. Scope and Effect - The Medical Assistant (Credentialed/Certified) is expected to maintain a professional patient care and teaching environment.

Personal Contacts

This person will have contact with faculty, residents and staff within and outside the SIU Center for Family Medicine - Decatur. External contacts include University, School of Medicine faculty, hospital departments, resident physicians, staff, patients, and community.

Environmental, Health and Safety Responsibilities

Participates in meetings, trainings, and other environmental, health and safety activities as required by SIU School of Medicine and SIU Center for Family Medicine-Decatur.

Working Conditions

Job duties involve the potential for exposure to blood and body fluids. Must observe principles of medical ethics and maintain strict confidentiality. See attached Physical and Environmental Requirements form.

Incumbent
 Medical Assistant (Credentialed/Certified)
 SIU Center for Family Medicine-Decatur

Date _____

Brenda Allen, RN
 Nurse Administrator
 SIU Center for Family Medicine-Decatur

Date _____

Amber Garwood, APRN
 Director of Clinical Operations
 SIU Center for Family Medicine

Date _____