

## POSITION DESCRIPTION

INCUMBENT \_\_\_\_\_ CSN \_\_\_\_\_ FLSA STATUS \_\_\_\_\_ Non-Exempt \_\_\_\_\_

PRESENT CLASSIFICATION Medical Assistant (Credentialed/Certified) DATE \_\_\_\_\_

DEPARTMENT/DIVISION \_\_\_\_\_ Internal Medicine/Outreach Clinics \_\_\_\_\_

### **Function**

The primary function of this position is to perform clinical and clerical duties and responsibilities in the Department of Internal Medicine Ambulatory Care Facilities Outreach Clinics.

### **Organizational Relationship**

The incumbent in this position reports to the Charge Nurse for the Internal Medicine Ambulatory Outreach Clinics, who reports to the Healthcare Administrator III for the Internal Medicine Ambulatory Clinics, who reports to the Assistant to the Chair/Department Administrator, for the Department of Internal Medicine, who reports to the Chair for the Department of Internal Medicine. Department Charge Nurses, Nurse Administrators and/or Health Care Administrators who hold a valid RN license will provide guidance for issues related to the Nurse Practice Act including but not limited to scope of practice, functions and duties. The position will be controlled by University procedures, by general directives, and by policies of the Department of Internal Medicine and 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.

Direct Patient Care 40%

1. Prepares patient for exam by obtaining vital signs, reason for visit, medication list, and allergies.
2. Performs patient testing, such as EKG, pulse oximetry, accucheck, and urinalysis.
3. Assists nurse or physician with patient procedures as directed.
4. Perform dressing changes and staple/suture removal as directed.
5. Other duties as assigned by the RN or Charge Nurse.

## Indirect Patient Care

40%

1. Refills medications per Department and SIU Medicine protocols.
2. Under the supervision of a nurse, answers patient telephone calls and directs calls to appropriate person.
3. Notify patient of test results, as directed by the provider.
4. Willingness to float between areas if need arises.
5. Stock exam rooms on a daily basis to ensure adequate availability of supplies needed for daily clinics.
6. Maintain quality control, maintenance, and calibration records of clinic equipment. (including accucheck controls, fridge temps, urinalysis controls)
7. Collect and bag soiled linen from clinic exam rooms.
8. Clean and sterilize all instruments used in clinic for patient care by following established guidelines.
9. Prepare charts for clinics by ensuring that any test results/office notes are available for physician prior to patient arrival.

## Clerical/Reception Support

20%

1. Complete necessary paperwork for insurance pre-certifications/referrals, prepare and send no-show letters, sort faxes and/or mail, scan documents to the Electronic Health Record (EHR)
2. Following a medical provider's orders, enters into the EHR requisitions for medications, laboratory, radiology and other diagnostic tests.
3. Schedule patient appointments.
4. Provides back-up for reception as needed.

## **Skills, Abilities and Knowledge Needed for the Position**

This position requires knowledge of the Medicine Clinic operation policies and procedures on a daily basis. The individual in this position must be able to deal effectively with different personality types under periods of mild and high stress, resulting from clinic schedule variances. Excellent communication skills and proper use of the telephone is also necessary. The individual must maintain a professional and courteous manner when dealing with public. The person must maintain strict confidentiality in regard to any patient-related information and office concerns. Sensitive to the needs of underrepresented minority populations



## PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

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

Position No. (If applicable): \_\_\_\_\_ Department: **Internal Medicine 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	Occasionally	Frequently	Constantly	N/A
(Indicate frequency of activity during performance of position duties)	(Performed rarely less than 2% of the time)	(Performed less than 25% of the time)	(Performed 26% to 50% of the time)	(Performed 51% or most of the time)	

(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 checked="" type="radio"/>	<input 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 checked="" type="radio"/>	<input 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 checked="" 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
HR-0195S 01/10	Clear	Print	Physical Demands Definitions	Page 1 of 1