

## POSITION DESCRIPTION

INCUMBENT: \_\_\_\_\_ CSN: \_\_\_\_\_

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

DEPARTMENT/DIVISION Surgery

### Function

The Medical Assistant (Credentialed/Certified) functions as a clinic support person in the assigned Division within the Department of Surgery. Primary responsibility of the position is to ensure that quality and efficient health care delivery is provided to patients under the direction of a Medical Doctor (MD), Advanced Practice Nurse (APN), Physician Assistant (PA), Registered Nurse (RN), or Licensed Practical Nurse (LPN).

This position performs daily application of the School's mission and vision in providing the highest level of quality care to our patients, families, and in working with our employees, physicians, and the communities we serve.

### Organizational Relationships

The Medical Assistant (Credentialed/Certified) reports directly to the Charge Nurse who reports to the Health Administrator. This position reports to the hiring division in the Department of Surgery and also receives direction from the Divisional Faculty, APN, PA, or RN.

### Duties and Responsibilities:

The following information is intended to be representative of the work performed by the 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.

### Medical Assistant (Credentialed/Certified): Direct Patient Care      Time Commitment – 80%

- A. Provides clinic support including putting patients in rooms, taking vital signs, obtaining height and weight, obtaining health information and documenting in the patient medical record.
- B. Following a medical provider's orders, enters into the Electronic Health Record (EHR) requisitions of medicines, laboratory and radiology.
- C. Processes and performs clinic laboratory testing and assists with procedural testing according to clinic protocols. Report findings to Physician, Advanced Practice Nurse (APN), Physician Assistant (PA), or Registered Nurse (RN).
- D. Assists with clinic and radiological procedures. Sets up and/or completes procedures as necessary under the direction of the Physician, APN, PA, or RN.
- E. Assists with clinic patient flow to maximize clinician productivity and minimize patient wait times.
- F. Schedules follow-up patient activities including radiology studies, surgical procedures and other testing as ordered by the physician, APN, or PA.
- G. Prepares for upcoming clinics by organizing patient medical records, obtaining history from referring physician, pertinent radiologic studies, laboratory results, and operative reports when appropriate.

- H. May give SQ or IM injections or draw blood (after completing competency) as directed by a physician.
- I. Under the direction of the MD, APN, PA, or RN, may communicate with call center, patients, families and other healthcare professionals.
- J. Performs duties in other Divisions as assigned by the Charge Nurse.

**Medical Assistant (Credentialed/Certified) Duties: Indirect Patient Care Time Commitment – 20%**

- A. Utilizes and maintains equipment and instruments used in the assessment and treatment of patients. Reports malfunctioning equipment to the Charge Nurse or Administrator as well as monitors inventory of divisional equipment and instruments.
- B. Maintains clean, orderly and well-supplied examination rooms. Orders clinic supplies, stocks rooms and ensures availability of equipment and supplies prior to each clinic.
- C. Clean, wraps and sterilizes instruments and packs for minor surgical procedures according to protocol.
- D. Answers phone calls coming into the clinic for physicians
  - 1. Makes patient appointments
  - 2. Screens calls for the physicians and nursing staff
  - 3. Answering incoming telephone calls, referring to appropriate person
  - 4. Brings attention to nurses of requests for urgency and prompt medical attention
- E. Performs clinic laboratory quality control checks and maintains laboratory records.
- F. Maintains log of drug samples and correctly disposes of outdated samples.
- G. Attends and participates in departmental/divisional staff meetings.

**Skills and Abilities Needed for the Position:**

- 1. Experience or willingness to obtain necessary specific skills related to assigned clinical practice.
- 2. Demonstrates appropriate assessment skills and obtaining clinical data
- 3. Experience in clinic setting or willingness to obtain necessary clinic skills
- 4. Demonstrates the ability to obtain and update appropriate and accurate patient information in the Electronic Health Record at the time of service, or as needed
- 5. Skill in telephone communication
- 6. Current CPR certification
- 7. Must keep current MA certification
- 8. Possess oral and written communication skills and be willing to follow oral and written instructions
- 9. Demonstrates ability to set priorities, make decisions, and handle multiple tasks at one time
- 10. Able to carry out assigned projects
- 11. Demonstrates ability and flexibility to function as a team member in a team environment.
- 12. Desire to build on current knowledge base and seek new information, advance technology skills, and be able to build on the necessary skills as needed.
- 13. Willingness to work extra hours when required by physician or clinic schedule
- 14. Knowledge of Universal Precautions
- 15. Ability to maintain good attendance
- 16. Basic computer skills helpful
- 17. Sensitive to the needs of underrepresented minority populations

**Responsibility**

**Supervisory Controls:** Supervision is in the form of written and oral direction from the Divisional surgeons, APN, PA, Charge Nurse or Clinic Nurse. Primary responsibility will be to the hiring Division. Annual written evaluations will be held with the employee and Charge Nurse to discuss job performance within the past year of employment. The Medical Assistant (Credentialed/Certified) will also be responsible to provide back-up for any MD, APN, or PA within the Department of Surgery.

**Guidelines:** The Medical Assistant (Credentialed/Certified) will follow the guidelines established through the SIU Physicians & Surgeons Guidelines for the Medical Assistant (Credentialed/Certified). They will also adhere to the principles of aseptic technique when required and the CLIA requirements for laboratory testing.

**Difficulty**

**Complexity:** The Medical Assistant (Credentialed/Certified) must be able to assist in clinical procedures. The person must be able to use and or learn to use the standard clinic equipment as well as the software involved with the equipment.

**Scope and Effect:** This person is to provide daily assistance and nursing support to the assigned Division within the Department of Surgery.

**Personal Contacts**

This individual will have extensive contacts with patients, the assigned and division physicians, nursing personnel, and the medical staff. Close working relationships must also be maintained with other university personnel, referring physicians' office staff, and personnel of various hospital departments utilized by the Department of Surgery.

**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 Physical and Environmental Requirements Form.

INCUMBENT: \_\_\_\_\_ DATE: \_\_\_\_\_

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# PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

## SIU SCHOOL OF MEDICINE

Incumbent: \_\_\_\_\_ Classification: Medical Assistance (Credentialed/Certified)  
 Position No. (If applicable): \_\_\_\_\_ Department: Surgery 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 type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input type="radio"/>	<input checked="" 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 checked="" 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 type="radio"/>	<input checked="" 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input 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 checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling		20 - 40 lbs.			<input type="radio"/>
Carrying		10 - 20 lbs.			<input type="radio"/>
Lifting		Over 60 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.

\_\_\_\_\_  
 Supervisor Name

\_\_\_\_\_  
 Employee Signature

\_\_\_\_\_  
 Date

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