



Elmore Medical Center

Mission Statement: The mission of Elmore Medical Center is to provide quality healthcare services that enhance the quality of life for the communities we serve.

Vision Statement: Through excellence in care and service, Elmore Medical Center, in partnership with local and affiliated physicians and other healthcare providers, is the healthcare resource of choice for the communities we serve.

Staff Level Job Description

Title: Medical Assistant **Unit/Area:** Trinity Mountain Medical Clinic **Revision Date:** June 2009

I. JOB SUMMARY

The Medical Assistant is responsible for greeting and assisting patients with compassionate and positive customer service. Check-in patients and prepare for visit with provider. Assist providers as required.

II. Duties and Responsibilities

A. Elmore Medical Center Values

The values of Elmore Medical Center are **Respect, Communication, Teamwork, Quality, Trust and Customer Service**. All managers are responsible for modeling the Elmore Medical Center's values while instilling in their staff the importance of following them.

1. Respect

Exhibits responsibility and accountability for actions and the actions of others in assigned areas by:

- Being open and accessible to resolve problems
- Effectively collaborate with all departments
- Demonstrating initiative and accepts responsibility
- Demonstrating proactive problem solving
- Promoting and acknowledging team effort
- Demonstrating courteous behaviors including smiling (when appropriate), giving appropriate eye contact, answering questions, providing assistance, listening and verbal acknowledgement
- Recognizing the value and importance of other's opinions, time, contributions and skills
- Honoring diversity, being supportive and accepting of differences

2. Communication

Maintain professional relationships and convey relevant information to others by:

- Being a communicator, negotiator and facilitator
- Representing the actions of others in a positive manner
- Using "I" or "we" statements instead of "you"
- Not allowing or participating in negative statements about others/projects or doesn't undermine positive communication (no pot stirrers)
- Following the chain of command
- Using the effective communication skills of attentive listening, eye contact, feedback and appropriate non-verbal behavior
- Providing accurate and timely information through appropriate channels

- Taking responsibility to stay informed by attending meetings, reading memos and asking questions
- Communicating with coworkers and other departments to maintain smooth workflow and minimize disruptions

3. Team work

Effectively navigates with a pleasant demeanor within the organization through collaboration and teamwork by:

- Demonstrating an interdisciplinary focus as part of the facility wide EMC team
- Becoming a positive leader within the department
- Praising others
- Being accountable while recognizing and respecting others' role
- Being motivating and inspiring
- Working well with others through support, assistance and cooperation
- If there is an issue take action to make corrections and/or let someone know
- Completing assignments on time, accurately and to the best of your ability

4. Quality

Exhibits expertise in performance improvement/operational efficiency incorporating alignment with the mission, vision and values by:

- Being result oriented and quality data driven
- Being professional and open minded
- Listening with accountability to improvement
- Promoting a safe environment
- Striving to exceed operational benchmark standards and standards of excellence
- Participating interdisciplinary improvement team efforts

5. Trust

Integrity as evidenced by:

- Exhibiting credibility and self discipline
- Being fair, equitable and consistent
- Completing projects with timely follow up
- Demonstrates veracity by being open enough to seek the truth
- Honest in interactions
- Assures and maintains confidentiality by holding information in trust

6. Customer Service – Internal and External

Committed to service, patient care centered and value focused by:

- Listening and acknowledging what internal and external customers are saying
---- Building loyalty by demonstrating and expecting compassion for external and internal customers
- Expressing a sense of priority for customer service
- Embracing problems/concerns by communicating how and when action will be taken
- Following up timely and appropriate when working with customers
- Only accepting “excellent” customer service
- Showing pride while sharing goals and accomplishments of the facility with the community and coworkers

B. Job Duties

1. Greet patients and escort to exam room. Take vital signs and chart. Ensure forms are accurate and up-dated i.e. medication, allergy, immunization, etc.
2. Assist provider during examinations and procedures. Assist patients on phone. Triage calls and take appropriate action.
3. Maintain supplies, stock rooms with all necessary supplies.
4. Schedule specialty appointments per provider referral. Communicate with patients and pharmacist regarding medication refills and new prescriptions.
5. Obtain insurance pre-certifications/Authorizations when required.

6. Administer and record immunizations.
7. Enhance professional growth and development through participation in education programs, work internships etc.
8. Meet or exceed customer needs in a caring, effective and cost effective manner.
9. Maintain levels of quality that meet or exceed customer expectations through process improvement and a team-oriented approach.
10. Maintain confidentiality in matters relating to patient/family.
11. Provide information to patients and families to reduce anxiety and convey an attitude of acceptance, sensitivity and caring.
12. Attend staff meeting, in-services, and continuing education.
13. Maintain professional relationships and convey relevant information to other members of the health care team within the facility and any other applicable referral agencies.
14. Other duties as assigned

III. JOB REQUIREMENTS (Education, License and Employment Experience must be verified and documented prior to hire)

- A. Medical Assistant education from a qualified institution, or equivalent. Minimum of 3 years on the job medical assistant training can substitute for education. Registration and /or certification preferred.
- B. Ability and willingness to demonstrate and maintain competency as required for job title and the unit/area(s) of assignment.
- C. Excellent communication skills to include (check only those that truly apply to performance of the job):
 - oral comprehension (understanding spoken word)
 - oral expression (being able to speak)
 - written comprehension (understanding written word)
 - written expression (being able to write)
- D. Ability to manage a complex work environment related to changing customer needs.
- F. Ability and willingness to exhibit behaviors consistent with high standards for performance improvement and organizational values
- G. Ability and willingness to exhibit behaviors consistent with principles for service excellence.

IV. WORKING ENVIRONMENT

Risk of exposure to (check those that apply and list "other")

<input checked="" type="checkbox"/> Blood & bodily fluids	<input checked="" type="checkbox"/> Latex	<input checked="" type="checkbox"/> Odors, chemicals
<input checked="" type="checkbox"/> Disease	<input type="checkbox"/> Hazardous drugs	<input type="checkbox"/> Other: _____
<input type="checkbox"/> TB (to require mask)	<input type="checkbox"/> Mechanical/Electrical	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Other:	<input type="checkbox"/> Other:	<input type="checkbox"/> Other: _____
<input type="checkbox"/> Other :	<input type="checkbox"/> Other:	<input type="checkbox"/> Other: _____

V. PHYSICAL REQUIREMENTS

Insert appropriate number (0, 1, 2, 3) in box next to ability using the following scale:

0 = never 1 = occasionally 2 = frequently 3 = continuously

- 2 Sitting 2 Standing 2 Walking 0 Running 0 Driving 2 Bending/stooping 0 Climbing
 1 Kneeling 2 Pushing/Pulling objects on rollers/wheels 2 Pushing/pulling objects without rollers/wheels
 1 Squatting Crawling Twisting/turning from waist 2 Moving objects vertically (up & down) 35 lbs
 2 Moving objects horizontally (left/right) 35 lbs 2 Handling (holding, grasping, working with hands)
 2 Fingering (pinching, picking, working with fingers) 1 Feeling (size, shape, temperature, texture by finger receptors)
 0 Endurance (requiring cardiovascular fitness) 0 Right/left foot movement (use of pedals)
 1 Vision –far acuity (corrected vision at 20 ft or more) 3 Vision-near acuity (corrected vision at 20 inches or less)

- 0 Depth perception (judge 3 dimensions, distance & space) 1 Field of vision (see up, down, left, right while eyes are fixed)
- 1 Color vision (identify and distinguish color) 2 Hear in quiet surroundings 2 Hear in noisy surroundings
- 3 Hear over the phone 3 Talk in quiet surroundings 2 Talk in noisy surroundings 2 Talk over the phone
- 3 Sense of smell 0 Sense of taste