



Certified Medical Assistant Outpatient Medical Center

GENERAL

Under the supervision of the Director of Nursing/designee, the Certified Medical Assistant is responsible for providing customer-friendly clinical nursing services. This includes patient intakes, vitals, chief complaints, medication lists, administering medications and procedures, making referrals, and patient education) in accordance with standing orders by the CMC), state and local laws, established clinic scope of services, and in accordance with the organization's executive priorities and goals. The CMA works very closely with assigned providers to assist in working at the top of their licenses in the course of seeing scheduled and walk-in patients.

ESSENTIAL JOB FUNCTIONS

80% -Assists providers in completing all medical documentation needed to provide health care to patients within the electronic health record. Provides nursing assessments and intake activities, administers treatments and medication as ordered, and provides customer-focused clinical care. Performs basic walk-in assessment functions; interviews patient/family to determine the purpose of the visit; assists with procedures, prepares patients for and assists providers with exams, performs and documents screening tests (hearing, vision, developmental); demonstrates age-appropriate modifications as related to measurements and screenings; administers medications according to the 5 rights; evaluates immunization records and administers vaccines according to provider orders; accurately documents all nursing assessments and care, patient education, follow-up, treatment plans, etc. in the electronic health record in accordance with written training materials.

10% - Assesses patient education readiness and modifies patient education according to patient and family needs. Teaches patients to use blood sugar monitoring equipment and inhalers; provides prenatal, family planning, and STD education to clients as ordered.

5% - Provides orientation, education, and supervision of inexperienced staff nurses and of authorized students, and volunteers.

5% - Other duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of adult learning principles, ambulatory nursing practices and procedures, and community resources. Skill in providing excellent customer service and support; organizing and prioritizing workload and meeting deadlines; and excellent written and verbal communication; working knowledge of general office procedures, office copiers, fax machines, computers, and multi-line telephone systems; ability to interact effectively and professionally with persons from diverse cultural, socioeconomic, education, racial, ethnic and professional backgrounds; work effectively with managers, co-workers, members of the public and professional groups; communicate effectively, clearly, concisely with others (internal and external customers, both verbally and in writing); consistently demonstrate positive/proactive customer service attitude; consistently maintain ethical behaviors exemplary of quality public service and fair standards, inclusively, among all employees and members of the public; work as an effective team member; function independently, exercise sound judgment and initiative; be flexible to shift priorities; maintain confidentiality; establish and maintain effective interpersonal work relationships; work toward goals and objectives of OMC policies - including adhering to OMC immunization policy and the mission,

vision, and Guiding Principles; ability to receive constructive feedback in a positive manner; and be available to accept new assignments to meet emergency-related responsibilities.

EDUCATION AND EXPERIENCE

Required: Must have completed accredited training and received certification as a Medical Assistant or be able to obtain one while in the probationary period

Preferred: Previous work experience in a primary care clinic or federally qualified health center (FQHC)

LICENSE AND CERTIFICATION

Must have a certification as a Medical Assistant or be able to obtain one while in the probationary period.

Current CPR

Driver's License

SPECIAL REQUIREMENTS

Ability to work effectively in an electronic medical record. Must have reliable transportation.

*** Approved by the CEO on 2/20/2023