

## Job Description – (CMA/RMA)

**Job Title:** Certified Medical Assistant  
**Department:** Varies  
**Supervisor:** Varies  
**FLSA Status:** Non-Exempt  
**Prepared By:** OT  
**Prepared Date:** 7/29/16  
**Approved By:** JG, PMs  
**Approved Date:** 8/11/16, 3/15/19

### Summary

Assists in examination and treatment of patients under direction of Physician, ARNP or PA by performing the following duties.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Interviews patients, measures vital signs, such as pulse rate, temperature, blood pressure, weight, and height, and records information on patients' charts.
- Performs venipuncture's, collects routine laboratory specimens as directed by the physician, performs basic laboratory procedures, administers basic first aid, assists with or performing aseptic procedures.
- Prepares treatment rooms for examination of patients.
- Drapes patients with covering and positions instruments and equipment.
- Cleans and sterilizes instruments.
- Inventories and orders medical supplies and materials.
- Operates x-ray, electrocardiograph (EKG), and may perform other tests if trained: Holter Monitors, nerve conduction, PFT.
- Gives injections or treatments, and performs routine laboratory tests if trained.
- Schedules appointments, receives money for bills, keeps x-ray and other medical records, performs secretarial tasks, and completes appropriate forms.
- Keys data accurately into computer to maintain office and patient records with no errors.
- Keeps charts prepared and ready for physician and patient.
- Maintains high level of confidentiality and is flexible to schedule changes which may change to have early/late hours may be required.
- Provides exemplary patient experience for all patients.
- Abides by established company Standards of Behavior.
- May also perform Front Office duties at the direction of the practice leadership.

### Supervisory Responsibilities

This job has no supervisory responsibilities.

## **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Maintaining effectiveness in varying environments and with different tasks, responsibilities, and people.

Compassion - The responsibility to put a patient's or person's interests first, including the duty not to harm, deliver proper care, and maintain confidentiality.

Compliance - Employee has satisfactory completed employers required compliance training. Employee is able to demonstrate an understanding of employers Code of Conduct.

Dependability - Meets commitments, deliverables, deadlines, work independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, and meets attendance/punctuality requirements.

Energy - Consistently maintaining a high activity or productivity level; sustaining long work hours.

Humility/ Respect - Being courteously respectful of others. Awareness of oneself in relation to others, having a clear perspective and respect for one's place in context and of others.

Integrity - Maintaining and promoting social, ethical, and organizational norms is conducting internal and external business activities.

Judgement/ Problem Solving - Recognizes problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, and communicates decisions to others.

Patient Service Orientation - Proactively developing patient/customer relations by making efforts to listen and understand the customer and their needs (both internal and external); anticipating and providing solutions to customer needs; giving high priority to patient/customer satisfaction. Ensures appropriate follow up and is their advocate in determining solutions. The employee uses a variety of communication techniques to effectively express thoughts and ideas and to understand or influence.

Quality Orientation/ Attention to detail - Is attentive to detail and accuracy, is committed to excellence, looks for improvements continuously, monitors quality levels, finds root cause of quality problems, owns/acts on quality problems.

Results Driven& Execution - Accountable for meeting or exceeding individual and/or department goals and objectives. Committed to producing results that will achieve company objectives. Sets priorities and organizes time to meet or exceed goals, follows up, and takes personal responsibility for results whether they are positive or negative.

Team work/ Collaboration - Working effectively with team/work group or those outside formal line of authority (e.g., peers, senior managers) to accomplish organizational goals; taking actions that respect the needs and contributions of others; contributing to and accepting the consensus; subordinating own objectives to the objectives of the organization or team. Listens to others and values opinions.

Technological /Professional knowledge - Having achieved a satisfactory level of technical and professional skills/knowledge in job-related areas; keeping abreast of current developments and trends in area of expertise.

Work Standards - Setting high goals or standards of performance for self, direct reports, others, and the organization; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.

**Communication** - Expressing ideas effectively in individual and group situations (including nonverbal communication); adjusting language or terminology to the characteristics and needs of the audience. Good listening skills.

**Qualifications** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

- Completed a Medical Assisting Program/Completion of Certification or Registration
- CPR/BLS certification
- Ability to type at minimum 40 WPM
- All certification received, e.g. CMA, CPR, BLS, etc. must be kept current

### **Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

### **Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **Reasoning Ability**

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

### **Computer Skills**

To perform this job successfully, an individual should have basic computer skills. Athena knowledge preferred.

**Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; talk or hear and smell. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate depending on the business activity at the office.

## **Receipt and Acknowledgement**

I acknowledge and understand that:

- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Home and the Corporation.
- I have read and understand this job description.

Print Employee Name: \_\_\_\_\_

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

Date: \_\_\_\_\_