

Northwest Colorado Health

Medical Assistant Lead

General Statement of Duties:

In close cooperation with the provider the Medical Assistant provides high quality care to patients. Lead assists in overseeing the Medical Assistants and operations in the Community Health Centers.

Supervision Received:

Reports to the CHC Integrated Practice Manager.

Supervision Exercised:

Assists in overseeing Medical Assistants.

Essential Functions:

1. Provides consistently high quality care to patients, evaluates the needs of the patients. Trains and coaches other Medical Assistants on providing care to patients.
 - Responds to client's inquiries and performs a medical triage function.
 - Provides Health related education to clients and their families including how to use glucose monitoring devices.
 - Assists in the provision of medications by educating clients and providers about the availabilities of reduced medication support programs.
 - Maintains a professional demeanor and customer service orientation to clients, peers, and providers.
2. Able to effectively perform the tasks and procedures required of a Medical Assistant in a primary care clinic setting. Trains Medical Assistants on the tasks and procedures required of a Medical Assistant.
 - Takes vitals, performs CLIA waived Laboratory test, takes and documents client's history and chief complaint, assists the provider with minor surgical procedures, follows up on the providers' discharge orders. Performs phlebotomy services and processes specimens for send out.
3. Prepares a client's medical records for a provider visit by documenting clearly and correctly, assures that the right forms are in the medical record anticipating the needs of the visit.
4. Leads a highly functioning Medical Assistant team and provides supervisory support.
 - Responsible for operational aspects of MA team such as scheduling, ordering, and improving workflows.
 - Interviews, hires, and trains new employees. Participates in disciplinary action and coaching of Medical Assistants as needed.

Education: High School Diploma or equivalent required. Completion of an approved educational program for Medical Assisting required. College degree preferred, not required.

Experience: At least two years of experience in an ambulatory health care setting preferred. Two years' experience in a community health center setting preferred. Project and personnel management experience preferred. Proven Competency in the Performance of Point of Care tests required.

Requirements:

1. If car is used, must provide proof of adequate insurance totaling at least \$300,000 and valid state driver's license.
2. Current CPR certification.
3. Proven Competency in the Performance of Point of Care tests.

Skills:

1. Psychomotor skills to provide care, including daily and repetitive pinching, grasping, and manipulating; hearing adequate to take vital signs accurately.
2. Daily standing, squatting, walking, bending, and maneuvering in various settings (clinics, schools, work sites) which are not barrier free.

Abilities:

1. Ability to communicate effectively with community members, physicians, and other health professionals, verbally and in writing.
2. Ability to perform certain screening tasks.
3. Ability to understand and communicate information about women's health services.

Working Conditions:

1. Work environment may be variable as services are provided in various environments. Lighting, acoustics, air quality, temperature, and environmental hazards are not predictable.
2. May work occasional nights and/or weekends.
3. This position has been classified as Patient-Facing, a position in which the incumbent could reasonably be expected to routinely interact with patients and/or patient family members. Employees in Patient-Facing positions are exposed to healthcare conditions that may require additional training, immunizations, and use of Personal Protective Equipment (PPE).

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

I, _____ acknowledge that on this date,
(Print Name)

I have received the following job description for my present position.

Signature of Employee: _____

Date: _____