

UW HEALTH JOB DESCRIPTION

Medical Assistant - Bilingual

Job Code: 540030 | FLSA Status: Non Exempt | Mgt. Approval: T. Neely | Date: November 2023

Department : UW Health Ambulatory Operations | HR Approval: J. McCoy | Date: November 2023

JOB SUMMARY

The Medical Assistant is responsible for a variety of patient care, technical, and clerical related functions under the direction and supervision of the Physician, Clinic Manager and/or Supervising RN. The Medical Assistant is responsible for the clinic patient flow by assisting members of the patient care team and providing a broad range of health care services. The Medical Assistant may also be involved in the training and guidance of personnel. As a member of the patient care team, the Medical Assistant is also aware of the psychosocial needs of patients and families.

MAJOR RESPONSIBILITIES

Direct Patient Care Responsibilities:

Provide patient care under supervision of a physician, NP, PA, or registered nurse, relative to the patient's age-specific needs and under various conditions.

1. Perform patient check in, including obtaining and recording vital signs, height, weight, chief complaint, brief relevant history including pain status, allergies, current medication, and any other pertinent information for specific age groups. Prepare patient for examination/procedure, as appropriate.
2. Administer medications and immunizations orally, intramuscularly, subcutaneously, intradermally, and by inhalation as ordered by provider, asking for assistance from RN or provider if unfamiliar with medication or procedure.
3. Alert RN and/or provider of patient's/family's questions or issues related to medication administration.
4. Review medical records for up-to-date problem list including patient reported medication and allergies and diagnoses that are documented by physicians or providers.
5. Understand that the stress of illness may alter patient behavior and ability to follow through on plan of health care; interact with respect including situations where patient and/or family display anger or distress.
6. Provide support and comfort to patients and families during clinic visits and procedures as needed, including chaperoning during sensitive examinations.
7. Promote patient welfare and independence by communicating through words and actions and understanding of patients' reactions to the healthcare environment.
8. Participate in patient education by providing standardized, structured written/verbal information to patients regarding procedures, preparation for diagnostic tests, and chronic disease conditions as instructed by RN/MD. Refer patients who require further teaching interventions to an RN or provider.
9. Provide emergency care to patients when necessary using basic life support and automated defibrillator equipment, maintaining basic CPR certification.
10. Assist provider with procedures including those requiring aseptic and sterile technique.
11. As applicable to department operations, maintains competency and performs standardized phlebotomy procedures, basic specimen processing, and limited waived testing as delegated.
12. Assist with quality measures, including quality maintenance and recording of required daily equipment checks, CLIA requirements, and calibration of equipment as needed in clinics where this is required.
13. Document complete and accurate patient observations, care, and outcomes of interventions in the electronic medical record.
14. Contribute to individual patient care planning.

Team Member Objective:

15. Participate in the review of schedules and space needs; anticipate and suggest any needed changes in staffing or provider schedules.
16. Assist with coordinating work assignments to assure that needed staff is available and prepared.
17. Comply with the UW Health patient satisfaction, customer service, and ambulatory care standards.
18. Assist with quality improvement projects such as communication of waits and delays, chart audits.
19. Assist in updating Medical Assistant training materials. Participate in orientation of new staff.
20. May float to other clinics as needed for operations need.

Supplies and Equipment Maintenance:

21. Clean and examine procedure tables, equipment, and other work areas following current infection control and/or isolation procedure guidelines.

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22. Stock nurse's station and exam/procedure rooms as assigned. Inventory specialty items and initiate reorder of supplies as needed.
23. Report non-functioning or defective equipment to supervisor immediately.
24. Ensure all supplies are up to date and replace expired materials as necessary following sterile processing procedures.
25. Assist in the maintenance of patient education materials.

Daily Functioning:

26. Provide clerical support to facilitate optimal patient care and area operation.
27. Demonstrate proficiency in use of the computer for all aspects of patient care and documentation.
28. Facilitate the coordination of patient services within the clinic and other departments, e.g. radiology, clinical lab, etc.
29. Based on setting, may perform prescribed lab activities, patient scheduling functions, and/or standard revenue cycle functions.
30. Prepare/maintain medical records, including ordering, filing, and copying when appropriate.
31. Adhere to National Patient Safety goals.

Professional Development & Continuing Education:

32. Complete all required competencies and maintain skill level.
33. Recognize the need for continuous learning by attending staff development programs and workshops.
34. Serve on task forces/committees as requested.

Perform Additional Duties as requested.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent and ONE of the following: <ul style="list-style-type: none"> • Completion of an accredited medical assistant program OR • Licensure as an LPN OR • Completion of the UWH Medical Assistant Apprenticeship Program OR • Attainment of the CCMA certification as a UWH employee OR • Acceptance into the UWH MA Apprenticeship Program – Accelerated OR • One year of recent Medical Assistant experience and CMA, RMA or CCMA Certification
	Preferred	
Work Experience	Minimum	Bilingual
	Preferred	One (1) year experience as a Certified Medical Assistant or LPN
Licenses & Certifications	Minimum	<ul style="list-style-type: none"> • Certified as MA, CMA, RMA, or CCMA or eligible for certification. Certification must be obtained within one (1) year of hire date OR • Licensure as an LPN • If applying in lieu of Medical Assistant education or LPN licensure, must have current CMA, RMA, or CCMA certification • CPR/BLS certification
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Knowledge of medical terminology. • Demonstrated customer-first attitude and philosophy. • Ability to learn computer and application skills as applicable to role. • Ability to interact with and work around people. • Ability to make judgments in demanding situations. • Ability to react to frequent changes in duties and volume of work. • Effective oral and written communication skills. • Ability to listen empathetically. • Ability to logically organize details. • Ability to manage multiple concurrent activities. • Knowledge of interpersonal communications in a complex organization. • Commitment to respectful patient and family centered care.

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- Commitment to respectful treatment of all colleagues.
- Commitment to patient privacy.
- Commitment to patient safety.

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input checked="" type="checkbox"/>	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
<input checked="" type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input checked="" type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input checked="" type="checkbox"/>	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
<input checked="" type="checkbox"/> Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.