



**TITLE:** Clinical Assistant

**DEPARTMENT:** Clinics

**JOB CODE:**

**REPORTS TO:** Director of Regional Clinics/Physician and Physician Assistant

**FLSA:**

**REVISION DATE:** May 2005, March 2008

**JOB FAMILY:**

**REVIEWED DATE:** February 2007

**GENERAL SUMMARY:**

Under limited supervision, maintains the back office duties of the Outpatient Clinic. Provides assistance to the Physician (or Physicians Assistant) and patients performing a variety of direct and indirect patient care duties. The Outpatient Clinic provides a variety of medical services to individuals from all age groups, therefore, the Clinical Assistant must be competent to provide care to the patients in the following age groups: infant, toddler, school-age, teenage, adult, senior, and geriatric. The Clinical Assistant must be able to perform various laboratory procedures, including phlebotomy, CLIA waved testing, and processing of specimens. The Clinical Assistant adheres to the principles, philosophy and mission of *Cobre Valley Regional Medical Center* in all aspects of job performance.

**TYPICAL DUTIES AND RESPONSIBILITIES:**

1. Assembles patient records in the proper order, using established guidelines (patient information sheets and chart inserts), to provide a permanent record of patient care.
2. Assures that patient history forms are complete and accurate.
3. Demonstrates the ability to correctly operate any and all office equipment:
4. Totally understands and adheres to the doctrine of confidentiality as specified in the Administrative Policies and Procedures Manual.
5. Appropriately prepares patient for exam:
  - A. Keeps exam and procedure rooms cleaned, stocked and ready for use.
  - B. Prepares patient and assists in exam as needed.
  - C. Takes accurate vitals and records to the appropriate place in the medical record.
6. Performs appropriate tasks and procedures at the physician's request.
7. Obtains specimens and administers medications as ordered by the physician.
8. Performs telephone triage functions as appropriate.
9. Records patient telephone calls to the medical record when indicated following the appropriate format. Signs chart notes, using first initial and full last name.
10. Reviews refill requests with the physician and documents those approved to the appropriate place in the patient's medical record. Calls the approved refills to the patient's pharmacy.

11. At the physician's direction, informs the patient of lab results.
12. Schedules patient appointments and tests as appropriate.
13. Responsible for maintaining the physician's patient recall system and notifying patients of necessary follow-up.
14. Tracks labs, reports, consults, etc. Routes to the physician for review and follow-up.
15. Files the patient's medical record after reviewing for the physician's signature.
16. Able to calculate dosages, mix medications, and administer injections properly. Documents injections according to guidelines. Explain the proper method of administering the following injections: (SQ, ID, IM,).
17. Assists Physician or Physician Assistant with minor surgical procedures, casting, annual physicals, pap smears, EPSDT, and suturing.
18. Correctly performs hearing tests, vision tests, EKG, and drug screens on patients.
19. Correctly performs phlebotomy and laboratory procedures as necessary.
20. Responsible for the ordering of medical and injectable supplies.
21. Responsible for assuring the clinic follows OSHA safety guidelines, by proper disposal of biohazard medical waste and safety as outlined in OSHA manual.
22. Performs necessary quality assurance testing for in-office laboratory testing and documents these results. Responsible for maintaining accurate laboratory records and schedules of tests performed in the clinic. Maintains the daily log for temperature control in the practice's lab refrigerator and medication refrigerator.
23. Responsible for checking expiration dates on sample medications, crash cart medications, and other in-office medications and supplies (This includes laboratory supplies: blood collection tubes, CLIA waved testing supplies, etc.). Maintains all logs related to these monthly checks.
24. Routinely checks to assure that oxygen tanks and liquid nitrogen tanks are full.
25. Obtains pre-certifications and checks eligibility status for procedures, consults for patients, and diagnostic testing.
26. Offers assistance to co-workers to help with work flow.
27. Adheres to attendance and punctuality guidelines. Uses overtime only when necessary and obtains approval.
28. Exhibits knowledge/ understanding of Safety, Infection Control and Employee Health policies and procedures.
29. Adheres to the principals, philosophy and mission of Cobre Valley Regional Medical Center in all aspects of job performance.

- 30. Maintains a clean and safe environment for patients, visitors and staff.
- 31. Actively participates in effective guest relations through courteous communications with all hospital contacts; presents a positive image of the institution in all contacts both inside and outside the hospital.
- 32. Has working knowledge of department's budget and cost of supplies.

This job description is not intended to be all-inclusive. It reflects the general duties considered necessary to describe the principal functions of the job identified, and shall not be considered as a detailed description of all the work requirements that may be inherent in the position. Cobre Valley Regional Medical Center reserves the right to change job responsibilities, duties and hours as needs prevail. This document is for management communication only and not intended to imply a written or implied contract of employment.

**QUALIFICATIONS:**

- ✓ Completion of an approved vocational/technical school
- ✓ Current Arizona Medical Assistant Certificate, or Certified C.N.A.
- ✓ BLS/CPR Certification required
- ✓ Medical terminology and procedure knowledge to effectively communicate with outside medical offices and patients with confidence.
- ✓ One-year of medical back office experience with the ability to perform laboratory procedures, CLIA waived testing, preparation and administration of injections, EKG, assisting of minor surgical procedures and casting, insurance company prior authorizations, and triage.
- ✓ Skilled at multitask abilities, detail oriented self starter and self managed. Maintains self with professionalism at all times.
- ✓ Excellent written and oral communication skills.
- ✓ Basic knowledge of computers. Previous experience with Meditech system or mainframe system preferred.
- ✓ Knowledge of office equipment such as, but not limited to, telephone, fax machine, medifax, and copier.
- ✓ Ability to work under pressure. Must be able to deal tactfully and effectively with patient, coworkers and third party representatives.
- ✓ Must possess the ability to make independent decisions when circumstances warrant such action.
- ✓ Is subject to frequent interruptions, must be able to organize and prioritize work to meet deadlines

**PHYSICAL REQUIREMENTS:**

Successful completion of Cobre Valley Regional Medical Center's employee drug screens.

	NEVER	OCCASIONALLY	FREQUENTLY	CONTINUOUSLY
A. Lifting				
Up to 10 lbs.				
11 - 24 lbs.				
25 - 34 lbs.				
35 - 50 lbs.				
51 - 74 lbs.				

	NEVER	OCCASIONALLY	FREQUENTLY	CONTINUOUSLY
75 - 100 lbs.				
Above 100 lbs.				
Any lifting of 35# or more requires the use of an assistive device and/or physical assistance				
B. Standing				
C. Walking				
D. Sitting				
E. Pushing/Pulling				
Up to 10 lbs				
11 - 24 lbs.				
25 - 34 lbs.				
35 - 50 lbs.				
51 – 100 lbs				
F. Bending				
G. Reaching Above				
H. Reaching Outward				
I. Talk or hear				
J. Stoop, kneel, crouch or crawl				
K. Use hands to finger, handle or feel				
L. Reach with hands and arms.				
M. Repetitive Use of Hands				
N. Grasping/Fine Dexterity with both hands				
O. Work Environment				
Wet humid conditions				
Working near moving mechanical parts				
Fumes or airborne particles				
Toxic or caustic chemicals				
Outdoor weather conditions				
Extreme cold (non-weather)				
Extreme heat (non-weather)				

	NEVER	OCCASIONALLY	FREQUENTLY	CONTINUOUSLY
Risk of electrical shock				
Work with explosives				
Risk of radiation				
Vibration				
<b>(Never)</b>	Activity is not applicable to this occupation			
<b>(Occasionally)</b>	Occupation requires this activity up to 33% of the time (0 - 2.5+ hrs/day)			
<b>(Frequently)</b>	Occupation requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)			
<b>(Continuously)</b>	Occupation requires this activity more than 66% of the time (5.5+ hrs/day)			

**Other Physical Requirements** You will need to identify and describe any required sensory activity essential to the job, i.e., distinguishing touch/feeling or tasting/smelling as well as required verbal/communication activity.

- Vision (Near, Distance, Color). The vision requirements include: ability to adjust focus, depth perception, peripheral vision, close vision and able to differentiate colors
- Sense of Touch, i.e., distinguishing touch/feeling or tasting/smelling as well as required verbal/communication activity.
- Hearing

### EXPOSURE CATEGORY 1

1. Tasks that involve exposure to blood, body fluids or tissues. This includes all procedures or job related tasks that involve inherent potential for mucous membrane or skin contact with blood, body fluids or tissues, or potential spills or splashes of them.
2. Tasks that do not involve exposure to blood, body fluids or tissue, but exposure may be required as a condition of employment. Appropriate protective measures are readily available to these employees when needed.
3. Tasks that involve NO exposure to blood, body fluids or tissue and Category I tasks are not a condition of employment.

I have read the above job description and fully understand the requirements set forth therein. I hereby accept the position of Clinic Medical Assistant and will abide by the requirements set forth and will perform all duties and responsibilities as outlined by Cobre Valley Regional Medical Center.

### Non-exempt employee

Nonexempt or "hourly" employees earn a regular hourly rate or pay and one-and-a-half times their regular hourly rate of pay when they work more than 40 hours in a week.

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Employee Signature

\_\_\_\_\_  
Date