



JOB TITLE: MEDICAL ASSISTANT
REPORTS TO: Clinical Director
DATED: Revised March 2019
EMPLOYMENT STATUS: Non-Exempt

POSITION SUMMARY:

Functions as part of the Kodiak Community Health Center (KCHC) multidisciplinary health care team in providing care to patients. Performs direct patient care activities within the scope of a Medical Assistant.

A. ESSENTIAL JOB FUNCTIONS:

Acts as a member of the KCHC Healthcare Team in the provision of health services to individuals, families, and/or their communities. Works collaboratively with patients and their caregivers—to the extent preferred by each patient—as well as with other members of the KCHC Healthcare Team to accomplish shared goals within and across settings to achieve coordinated, high-quality care.

1. Assists KCHC Medical providers with patient examinations and procedures as directed.
2. Obtains and documents on appropriate forms, patient history, vital signs, and other significant information pertinent to the patient's condition.
3. Performs venipuncture/phlebotomy, urinalysis, and other laboratory procedures for which the Medical Assistant has been trained and demonstrated competency, as requested by a KCHC Medical Staff provider.
4. Consistently follows established standards, policies, and procedures in providing patient care.
5. Assists in providing patient education.
6. Stocks KCHC exam rooms and equipment on a weekly basis.
7. Assists Clinical Director in maintaining adequate medical supplies and medications to provide effective patient care.
8. Performs vaccine administration as per standard Center for Disease Control Guidelines and documents appropriately. Administers injectable medications as directed by KCHC provider and documents appropriately.
9. Performs nursing visits with direct consultation of KCHC Medical Staff providers as indicated.
10. Performs all Medical Assistant duties and quality control checks as indicated for the KCHC Immunization Program as it pertains to ordering, stocking, monitoring, and other duties as indicated by the needs of the program.



11. Maintains a high proficiency in all KCHC computer software systems, email, and internet websites that are directly associated with the performance of clinical staff duties.
12. Performs and maintains provider chart checks and all other associated documentation (e.g., American Congress of Obstetricians and Gynecologists [ACOG] monitoring) to provide comprehensive patient care.
13. Other duties as assigned.

B. MISSION STATEMENT

We exist to provide compassionate and comprehensive primary care to the entire Kodiak Community.

C. VISION STATEMENT

Working together to achieve ultimate health and well-being.

D. EMPLOYEE CORE VALUES

1. Personal Accountability

- a. You can expect that I will:
 - i. Strive to do my best and ensure that my behaviors positively impact team success
 - ii. Take responsibility for my own actions
 - iii. Operate triangulation free, as differences arise I will talk to the person in the situation before involving others

2. Respect and Compassion

- a. You can expect that I will:
 - i. Honor and respect all cultures
 - ii. Not make assumptions or jump to conclusions. I will first ask “What don’t I know”
 - iii. Listen in order to learn before reacting
 - iv. Always give my peers the “benefit of doubt”

3. Collaboration and Communication

- a. You can expect that I will:
 - i. Use appropriate words, tone and body language at all times
 - ii. Actively go out of my way to help my teammates, I will set them up for success



- iii. Deliver and receive feedback constructively, understanding it is intended as an opportunity for improvement
- iv. Demonstrate kindness at all times

I will go above and beyond for my team!

E. PATIENT SERVICE STANDARDS

1. Personal Accountability

- a. You can expect that I will:
 - i. Empathize and seek solutions, never blame
 - ii. Ensure patient concerns are addressed in a timely manner
 - iii. Make patient safety my priority

2. Respect and Compassion

- a. You can expect that I will:
 - i. Demonstrate kindness at all times
 - ii. Honor & respect all cultures
 - iii. Treat patients as people not illnesses
 - iv. Acknowledge and greet every patient appropriately

3. Collaboration and Communication

- a. You can expect that I will:
 - i. Use appropriate words, tone and body language at all times
 - ii. Listen to patient concerns and seek to understand their experience
 - iii. Thank patients for informing us of their concerns and for the opportunity to improve

I will go above and beyond to provide you care!

F. ESSENTIAL JOB QUALIFICATIONS

1. **Education:** High school diploma/GED required. Completion of formal education as a Medical Assistant, or other allied health program preferred. Must possess current BLS certification upon hire or obtain one within 6 months of date of hire and maintain in a current/active status thereafter.
2. **Experience:** Previous medical office experience is highly desirable; phlebotomy experience preferred.
3. **Licensure/Certification:** Following licensure/registration is preferred:



Certified Medical Assistant [CMA (AAMA)]
Registered Medical Assistant (RMA)

For applicants who do not meet the preferred licensure/certification, on-the-job training will be considered on a case by case basis.

4. Other Qualifications:

a. Communication:

- Ability to effectively communicate, verbally and in writing, with all levels of staff personnel.

b. Collaboration:

- Team-oriented and able to work collaboratively with staff.
- Strong problem-solving and time-management skills.
- Ability to work independently in a fast-paced, medical office environment with frequent interruptions, public contact, and occasional crisis situations.
- Ability to maintain strict confidentiality with sensitive medical information and foster an ethical work environment.
- Ability and willingness to carry out responsibilities in accordance with the organization's policies and applicable laws.

c. Cultural Competence:

- Demonstrates complete understanding and responds effectively with sensitivity to special populations served by KCHC. Special populations include, but are not limited to, those defined by race, ethnicity, language, age, sex, sexual orientation, economic standing, disability status, migrant, homelessness, seasonal workers, and the uninsured.

5. **Attendance:** Regular attendance and punctuality is expected and required.

6. **English Language:** Must be able to read, write, and speak English. Bilingual (Tagalog or Spanish) is preferred.



IN AN 8 HOUR WORKDAY, THIS JOB REQUIRES:

C	=	Continually	(5½ to 8 hours per day)
F	=	Frequently	(2½ to 5½ hours per day)
O	=	Occasionally	(½ to 2½ hours per day)
R	=	Rarely	(less than ½ hours per day)
N	=	Never	(0 hours per day)

I. LIFTING/CARRYING (Amount of force exerted to lift and/or carry)	
1 – 10 lbs.	F
11 – 20 lbs.	O
21 – 35 lbs.	O
36 – 50 lbs.	R
51 – 75 lbs.	R
76 – 100 lbs.	R

II. PUSHING/PULLING (Amount of force exerted to push and/or pull)	
1 – 10 lbs.	C
11 – 20 lbs.	O
21 – 35 lbs.	O
36 – 50 lbs.	R
51 – 75 lbs.	R
76 – 100 lbs. *	R

* If over 100 lbs.: must have assisting personnel and appropriate moving equipment.

III. POSTURES/MOVEMENTS	
Sitting	C
Standing	O
Walking	F
Stooping, kneeling, crouching and/or crawling	O
Reaching and/or grasping	O
Hand/finger dexterity	C
Climbing and/or balancing	R
Carrying, pushing and/or pulling	F

I. COGNITIVE/SENSITIVE	
Talking	C
Hearing	C
Sight (addendum: acuity, color blindness)	C
Smelling/tasting	N

II. WORK ENVIRONMENT	
Working inside	C
Walking outside	R
Changing temperatures	R
Wet/Humid Conditions	R
Areas of dust, odors, mist, gases or other airborne matter	N
Mechanical, electrical and/or other hazards	N
Confined spaces	N

III. OTHER ASPECTS	
Bio-hazardous material (Always follow Universal Precautions)	F
Chemicals	R

IV. Special Equipment/Clothing	
Personal Protective Equipment (PPE)	O

The above is intended to describe the general content of, and requirements for, the performance of this job. It is not intended to be construed as an exhaustive statement of duties, responsibilities or requirements.



This Job Description reflects Kodiak Community Health Center’s best effort to describe the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract.

Your signature below indicates that you have read this job description and fully understand your essential job functions, essential job qualifications, and your agreement to comply with all Employee Behavioral Expectations.

Employee Printed Name: _____ Date: _____

Employee Signature: _____

Supervisor Printed Name: _____ Date: _____

Supervisor Signature: _____