



San Diego Cardiac Center Medical Group, Inc.

JOB DESCRIPTION

POSITION: Medical Assistant

DEPARTMENT: Clinic Department

REPORTS TO: Lead Medical Assistant and Clinic Manager

POSITION STATUS: Non-Exempt

POSITION SUMMARY: Provides direct patient care and support services to physicians and nursing staff. Enters vitals, medications and other patient information into electronic health record.

Essential Job Responsibilities:

1. Fulfills patient care responsibilities as assigned that may include checking schedules and organizing patient flow; accompanying patients to exam/procedure room; assisting patients as needed with walking transfers, dressing, preparing for exam, collecting patient history; performing screenings per provider guidelines; assisting physicians/nurses with various clinical procedures; electronic charting; relaying instructions to patients/families; answering calls, and providing pertinent information.
2. Fulfills clerical responsibilities as assigned that may include; sending/receiving patient medical records obtaining lab/X-ray reports, hospital notes, completing forms/requisitions as needed; managing and updating charts per physician request to ensure that information is complete and filed appropriately.
3. Fulfills environmental responsibilities as assigned that may include setting up instruments and equipment according to department protocols; cleaning exam/procedure rooms, and equipment between patient visits to maintain infection control, ordering, sorting, storing supplies; and restocking exam/ procedure rooms.
4. Fulfills organizational responsibilities as assigned including promoting patient rights; responding appropriately to emergency codes; sharing problems relating to patients and/or staff with immediate supervisor.
5. Fulfills clinical medical assisting responsibilities according to California state law, which may include medical/surgical asepsis, checking vital signs; physical examination preparations; clinical pharmacology; drug administration through various routes including injections; prescription verifications with physician's orders; (minor surgery assists including surgical tray set-up pre/post-surgical care), applying dressings, biohazard waste disposal and therapeutic modalities, electrocardiography, Holter monitor placement, emergency response, and first aid and CLIA-waived testing; capillary punctures. Medical assistants must adhere to the MA scope of practice.
6. Complete prescription refills and prior authorization requests within clinic timeline expectations. Will return calls to notify patients of completion of authorizations and prescriptions when requested by the patient.
7. Attends training, meetings, and courses as required.
8. Incorporates superior patient experience and service excellence into all patient and customer interactions. Exercises utmost diplomacy and tact to provide excellent customer service for patients and co-workers.
9. Practices confidentiality and privacy protocols in accordance to clinic policies and HIPAA requirements.
10. Other duties or special projects as assigned.

Minimum Qualifications: Minimum requirements include a certificate from an accredited Medical Assistant program and current CPR certification; two years of experience in an outpatient clinic; Proven EKG, Holter, BP skills; previous cardiology experience preferred.

Supervisory Responsibilities: None.

Other Requirements: Should possess a current CPR certification and current health records with the appropriate immunizations to work in the health care field.

Performance Requirements:

1. Knowledge of health care field and medical office protocols/procedures.
2. Knowledge of specific assisting tasks related to a cardiology medical practice.
3. Knowledge of information that must be conveyed to patients and families.
4. Skill in performing medical assistance tasks appropriately.
5. Manual Blood Pressure and Pulse monitoring. Additional monitoring as trained -Cardiomems etc..
6. Skill in tact and diplomacy in interpersonal interactions.
7. Skill in understanding patient education needs by effectively sharing information with patients and families.
8. Technical skill and knowledge of Microsoft Office (Outlook), Electronic Health Record and Practice Management system, and utilization of other standard software programs and applications preferred.
9. Ability to learn and retain information regarding patient care procedures.
10. Ability to project a pleasant and professional image.
11. Ability to plan, prioritizes, and complete delegated tasks.
12. Ability to demonstrate compassion, kindness, patience and caring in dealing with others.
13. HIPAA knowledge.

Equipment Operated: Standard medical exam/office equipment, which includes heavy computer use for electronic health record and practice management system.

Work Environment: Combination of medical office and exam/procedure room settings. Well-lighted, well-ventilated, adequate space. May be exposed to unpleasant odors, cuts, infections, communicable diseases, hazardous materials, strains and injuries from patients and equipment. This position may require flexibility in schedule, some late night, weekend clinics and traveling may be required.

Mental/Physical Requirements: Must be able to lift up to 30 pounds of supplies. Frequent walking, standing and sitting. Repetitive hand motion. Occasional stress from workload. Requires adequate hearing & vision.

RECEIPT OF JOB DESCRIPTION:

I have read and understand the job description duties listed for Medical Assistant and have received a copy.

Employee Signature

Date

Manager or HR Representative

Date