

Certified Medical Assistant-MF2917

- Durham, NC, Temporary to Full Time, Experienced

General Description of the Job Class

The Medical Assistant, Certified functions as an integral member of the interdisciplinary healthcare team in providing direct patient care. The Medical Assistant, Certified performs routine administrative and patient care supportive duties in a Health System medical practice that assist medical and/or nursing staff in the examination and treatment of patients and ensure the clinic/office runs smoothly.

Duties and Responsibilities of this Level

Administrative responsibilities (Main Focus): The CMA greets patients, answers telephones, schedules appointments to include arrive appointments in MaestroCare, checkout patients, and referral scheduling; arranges for hospital admissions and laboratory services, updates and files patient medical records, fills out insurance forms, handles billing, bookkeeping to include receiving copays and collections on account balances; correspondence, and ordering clinical and clerical supplies and forms. Performs other administrative duties as directed.

Clinical responsibilities: The CMA takes medical histories and records vital signs, explains treatment procedures to patients, and prepares patients for examinations and procedures.

Patient care support responsibilities may include assisting the medical and nursing staff during examination and procedures, collecting and preparing laboratory specimens, performing basic laboratory test in the clinic/office, taking electrocardiograms, removing sutures/ staples, changing sterile and non-sterile dressings, promoting patient/family understanding of the educational content and his/her involvement in the plan of care,

and documenting in the patient record. Other clinical support responsibilities include disposing of contaminated supplies, instrument processing, high level disinfection and sterilization of medical instruments, telephoning prescriptions to a pharmacy, preparing and administering medications as directed by a physician, and authorizing drug refills as directed. Performs other clinical functions as delegated and supervised by the physician.

Education: Level III -- Graduation from a medical assistant program accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) or the Accrediting Bureau of Health Education Schools (ABHES) strongly preferred. High school or GED graduation required.

Experience: Level III -- Must have at least 3 years of clinical experience as a Medical Assistant in a clinical setting.

Note: 1 year of experience will be provided for an Associate degree in Medical Assisting.

General Ladder Statement: In addition to the education and experience noted, applicants must meet all requirements set forth in the Medical Assistant, Certified (CMA/RMA) Ladder Program document for Levels II and III.

Degrees, Licensure, and/or Certification: Level III -- Certification by AAMA, AMT, NHA-CCMA, NCMA or ARMA required. BLS required.

Knowledge, Skills, and Abilities:

Good customer service skills.

Work requires the ability to understand and follow oral and written instructions generally acquired through a high school education and medical assistant programming.

Heavy lifting and the ability to transport stretcher and wheelchair patients may be required.

Working knowledge of sterile techniques and special procedures that are applicable to work performed.

Working knowledge of procedures and techniques involved in administering routine and special treatments to patients.

Working knowledge of sanitation, personal hygiene and basic health and safety precautions applicable for work in a clinic setting. Working knowledge of infection control procedures and safety precautions.

Age specific competencies.

Daily clinic preparation process; registration, scheduling, charge posting, order entry. Able to document and communicate pertinent information

Ability to establish and maintain effective working relationships with patients and clinic staff

Typing skills

Medical terminology

Levels II and III -- Ability to independently seek out resources and work collaboratively