



Pershing General Hospital and Nursing Home  
Role Summary

<b>TITLE:</b>	Medical Assistant	<b>FLSA STATUS</b>	Non-exempt
<b>DEPARTMENT</b>	Clinic	<b>EFFECTIVE DATE</b>	8/1/2017
<b>REPORTS TO</b>	Physician and Clinic Manager	<b>DATE</b>	
<b>DIRECTOR SIGNATURE</b>		<b>DATE</b>	
<b>HUMAN RESOURCE SIGNATURE</b>		<b>DATE</b>	

**PHILOSOPHY STATEMENT**

Pershing General Hospital is the leader in quality health and wellness services for the people of Pershing County and the surrounding communities. We serve our patients and communities with clinical excellence, convenience, and individual attention.

We seek team members who are caring, competent, adaptive, and who strive for continuous learning and to become multi-skilled. We look for people who will join our team to provide outstanding customer service to every one every day. We need people who want to actively contribute toward our vision and goal to provide excellent, quality health care.

**ROLE OVERVIEW**

The Medical Assistant provides medical support services for the clinic providers. The MA performs patient oriented procedures under the supervision of the provider. The MA is responsible for providing high standards of patient care; maintain a positive, caring, professional attitude, and working together with all staff members as a team player. Reports to physician and Clinic Manager.

**MINIMUM QUALIFICATIONS**

- Education/Experience:  
High School Diploma or equivalent, successful completion of a Medical Assistant program. Minimum of three years experience in a Clinical setting focusing on primary care of patients aged birth to older adult preferred. Must have thorough education or training in the basics of medical terminology. EKG and Phlebotomy certifications may be required. State of Nevada Office Lab Assistant license required. Bilingual in English/Spanish may be required.
- Technical Skills:  
Ability to pay attention to detail.  
Ability and willingness to update Medical Assistant skills.  
Ability to work within the scope and parameters set by the physicians and facility.  
Ability to perform EKGs. Must be willing to learn this skill as required.  
Ability to perform phlebotomy procedures. Must be willing to learn this skill as required.  
Ability to work in a fast paced environment, prioritize to maintain optimum clinic back office flow, and be flexible to meet the needs of patients and co-workers, handle pressure from more than one provider, and use discretion/good judgment.  
Knowledge and proficient with the use of patient care supplies and equipment.  
Ability to analyze and solve problems.  
Ability to prepare routine administrative paperwork.  
Clerical, word processing, and/or office skills.  
Manual dexterity and physical agility to operate all equipment.  
Must have proficient computer skills including Microsoft Office Suite as well as the ability to quickly learn Pershing General Hospital's software system.

Must have the confidence to present patients to specialists utilizing telemedicine.

Must be a customer focused individual who is flexible with scheduling and confident in skills to perform the asks assigned by the provider and/or Clinic Manager.

- Other qualifications/certificate/license:

Current CPR Certification

- Behavioral Competencies:

Support Pershing General Hospital's vision and mission.

Maintain confidentiality of all work information.

Demonstrate an ability to function successfully in a team environment.

Exhibit courteous, compassionate, and respectful treatment of internal and external customers.

Displays a positive attitude and flexibility in changing situations.

Participates in identifying problems and suggesting solutions.

Compliance with PGH standards of conduct and ethics.

Adherence to the provisions of the Compliance program and training.

- Supervisory Responsibilities: None.

- Other: All positions at Pershing General Hospital and Nursing Home are safety sensitive positions due to the contact with patients and the nature of the healthcare business.

## **ESSENTIAL FUNCTIONS AND ACCOUNTABILITIES**

1. Exhibits behaviors that are consistent with the Mission, Philosophy, and Values of Pershing General Hospital. All employees are expected to work as needed in providing health and wellness services in the communities within Pershing General Hospital.
2. Provides confidential back office support for clinic providers.
3. Perform routine administrative and clinical duties.
4. Collects and processes specimens accurately.
5. Prepares and stocks rooms daily. Ensures adequate supplies and equipment are in each exam room.
6. Reviews patient charts for completeness, ensuring all pertinent information is available (i.e. lab reports, X-ray reports)
7. Obtains all patients' vital signs with accurate reading and documentation.
8. Assists and/or chaperones all patients as appropriate.
9. Proper processing of lab specimens/completion of lab forms and tracking protocol.
10. Assembles and arranges equipment and instruments required for exam and assists provider with procedures as appropriate.
11. Administers injections with confidence and accuracy.
12. Demonstrates proficiency in performing venipuncture.
13. Performs vision screening via Snellen and Ishihara with accuracy.
14. Performs audiometric screening accurate.
15. Has the ability to perform EKGs with accuracy: apply leads properly and operate EKG machine. Rhythm strip and 12 lead EKG
16. Has knowledge of and uses universal precautions with consistency.
17. Has knowledge of immunization protocol and follows protocol
18. Within scope of practice, triages patients to evaluate emergency situation.
19. Autoclaves and sterilizes instruments/equipment per protocol.
20. Demonstrates patient advocacy which ensures patients' rights to privacy, safety, and confidentiality.
21. Maintains a minimum of 60 hours every 5 years of continuing education.
22. Maintains an organized, stocked, and clean patient environment.
23. Makes arrangements for referrals and other services according to providers' orders. Acts as the Clinic host for Telemedicine and assists provider with Project ECHO meeting scheduling and set up.
24. Demonstrates consistent proficiency in documentation.

In addition to the responsibilities described above, the role may include other responsibilities and duties as assigned on occasion, based upon Pershing General Hospital's needs or requirements.

## **WORKING ENVIRONMENT**

Wears identification while on duty. Adheres to dress code, appearance is neat and clean. Completes annual education requirements. Maintains regulatory requirements, including all state and federal regulations. Maintains and ensures patient confidentiality at all times. Reports to work on time and as scheduled. Attends annual review and performs departmental inservices. Works at maintaining a good rapport and a cooperative working relationship with physicians, departments and staff. Represents the organization in a positive and professional manner. Attends committee, QI and management meetings, as appropriate. Ensures compliance with policies and procedures regarding department operations, fire, safety, and infection control. Complies with all organizational policies regarding ethical business practices.

• **MATERIAL AND EQUIPMENT USED:**

Phones, Various Clinical instruments and tools, Scanner, Fax Machines, Copy Machines, Computer

• **HAZARDOUS EXPOSURE CATEGORY:** (See Addendum Page)

• **AGE SPECIFIC REQUIREMENTS:** Demonstrate the ability to perform venipunctures, process and analyze specimens from patients in the age group specific to the environment of care as necessary. The age groups are as follows:

- premature infant (24-37 weeks gestation)
- infant (28 days to 1 year)
- toddler (1 to 3 years old)
- preschooler (3 to 6 years old)
- school age (6 to 12 years old)
- adolescent (12-18 years old)
- adult stages (30-60 years old)
- older adult (65 years and older)

**PHYSICAL REQUIREMENTS**

- **LIFTING REQUIREMENTS** See Addendum Page
- **PHYSICAL REQUIREMENT & FREQUENCY** See Addendum Page

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals are encouraged to discuss potential accommodations with the employer.

I have read the role summary and its attachments and understand the responsibilities.

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Employee Signature

Date

**Physical Requirement**

**Hazardous Exposure Category:** Place an "X" in the appropriate category:

- I.  Inherent potential for contact with blood, body fluids or tissues. *Appropriate protective measures are required for every employee engaged in Category I tasks.*
- II.  No exposure to blood, body fluids, or tissues, but potential for exposure in usual work. *Employees performing Category II tasks don't need to wear protective equipment, but they should be prepared to put on protective equipment on short notice.*
- III.  No exposure to blood, body fluids, or tissues in typical work situations.

**Lifting Requirements:** Place an "X" in the appropriate category:

**Sedentary work** - Exerting up to 10 pounds of force occasionally and / or a negligible amount of force frequently to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Roles are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

**Light work** - Exerting up to 20 pounds of force occasionally, and/or 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Physical demand requirements exceed those for sedentary work.

**Medium work** - Exerting 20 to 50 pounds of force occasionally, and/or 10-25 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Physical demand requirements exceed those for light work.

**Heavy work** - Exerting 50 to 100 pounds of force occasionally, and/or 25-50 pounds of force constantly to move objects. Physical demand requirements exceed those for medium work.

**Very heavy work** - Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force frequently, and/or in excess of 20 pounds of force constantly to move objects. Physical demand requirements exceed those for heavy work.

**Mental Abilities:** Place an "X" in the appropriate category:

- Exposure to emotional crisis of others
- Exposure to stressful situations that require the ability to remain calm, focused and in control
- Independent problem solving
- Reading and Writing
- Working with public and staff
- Speaking in person or on phone

**Physical Requirements & Frequency** Place an "X" in each box that is appropriate to the role:

**Never= 0%**      **Occasionally= 1-33% , 1 to 3 hrs/day**      **Frequently = 34-66%, 3-5 hours/day**      **Constantly = 67-100%, 6-8 hrs/day**

To be moved: include weight of object and distance carried.		Description of movement: lift, lower, push, pull, carry, reach above.				N	O	F	C
Patients: up to 200 lbs		push					X		
Supplies: 1-20 lbs		lift, lower, push, pull, carry, reach above					X		
Equipment 600 lbs		push, pull				X			
Physical	N	O	F	C	Physical	N	O	F	C
Standing			X		Fingering			X	
Walking			X		Handling			X	
Sitting			X		Feeling			X	
Stooping		X			Visual acuity: near				X
Kneeling		X			Visual acuity: far			X	
Squatting		X			Depth perception			X	
Climbing	X				Color discrimination			X	
Balancing	X				Peripheral vision		X		
Other					Talking				X
Reaching - above shoulder		X			Hearing				X
Reaching - at/below shoulder			X		Running	X			

Grasping				X	Other				
<b>Physical Surroundings</b>	<b>N</b>	<b>O</b>	<b>F</b>	<b>C</b>	<b>Environmental Conditions</b>	<b>N</b>	<b>O</b>	<b>F</b>	<b>C</b>
Cold (50 degrees F or less)	X				Chemicals		X		
Heat (90 degrees F or more)	X				Gases, fumes		X		
Dampness	X				Dust	X			
Inside work				X	Radiation	X			
Outside work	X				Other				
Walking Surface: Linoleum/ Carpet				X	Vibration	X			
Heights	X				Noise		X		