



Healing Hands Position Description

POSITION:	Medical Assistant/Lab Tech
DEPARTMENT:	Greenville & Vickery Health Center
JOB CODE:	
PAY RANGE:	
FLSA STATUS:	Non-Exempt
REPORTS TO:	Office Manager

PURPOSE OF THE POSITION:
This role provides value by working as both a Medical Assistant and Lab Tech. This role is responsible for providing medical assistance to physicians/care. They will prepare patients for examination and treatment, assist the physicians/care providers with procedures, perform laboratory tests and other functions, and educate patients on their plan of treatment; they are also responsible for processing specimens; ensure accurate verification of patient receiving treatment, and skilled in phlebotomy
SCOPE AND MAGNITUDE:
The Medical Assistant/Lab Tech allows us to maintain a high level of patient care, along with efficient patient flow, scheduling, and lab tasks/processing of specimens.
POSITION FUNCTIONS:
<p><u>Medical Assistant:</u></p> <ul style="list-style-type: none"> ▪ Prepare patients for examination and treatment. Assess patient's conditions: take vital signs such as blood pressure, temperature, respiration, height and weight, and BMI. Document this information in the patient's medical records (EMR). ▪ Perform vision and hearing tests as requested. Assist physician/care provider with procedures, including but not limited to: electrocardiograms, ear irrigation's applying/changing sterile dressings, pap smears, sutures, etc. ▪ Conduct routine point of care laboratory tests such as hemocult and dip urinalysis. Document results in EMR. Work closely with providers, lead medical assistant and others. ▪ Perform routine laboratory functions; obtain specimens from patients through veni- puncture, capillary and urine collection. Ensure specimens are properly labeled and stored. ▪ Order laboratory analysis and arrange to transport specimen to laboratory; follow up with lab to ensure timeliness and obtain results. ▪ Document lab results and notify patient care provider of critical values. Explain lab results to patients as requested. As directed by physician, telephone prescription refills to pharmacy and document in medical record. ▪ Prepare examination rooms by arranging sterile instruments on tray and stocking rooms with appropriate medical supplies. ▪ Order medical and laboratory supplies as needed, including pharmaceutical supplies, and ensure adequate inventory levels. ▪ Dispose of medical waste in accordance with established protocol. Clean and maintain laboratory, examination room and other ancillary equipment. ▪ Perform quality control procedures to ensure proper functioning of equipment. Arrange for repair of equipment as requested. <p><u>Lab Tech:</u></p> <ul style="list-style-type: none"> ▪ Performs laboratory tasks such as: processing of specimens ▪ Educate patients on their treatment ▪ Prepare patients for examination and treatment via the lab ▪ Follow all safety policies and procedures and assure compliance of the Lab ▪ Maintain specimen identification and integrity throughout all processes of the department/lab Collects,

processes, and distribute specimens submitted for testing (daily checks to ensure this process is completed in a timely manner)

- Order laboratory analysis; arrange to transport specimen to laboratory; follow up with lab to ensure timeliness and obtain results. Document lab results and notify patient care provider of critical values.
- Explain lab results to patients as requested.
- Clean and maintain laboratory, examination room and other ancillary equipment.
- Perform quality control procedures to ensure proper functioning of equipment. Arrange for repair of equipment as requested and keep management informed of matters.
- Place regular orders for lab supplies to keep an adequate stock on hand
- Daily create lab appointments based on providers' orders
- Ensure that the lab door is closed when unattended
- Perform crisscross double-check system to provide accuracy in labs processed
- Put labs out daily at 3:00 for pickup
- Conduct routine point of care laboratory tests such as hemocult and dip urinalysis. Document results in medical records.
- Educate patients and family members regarding plan of treatment as prescribed by physician/nurse practitioner. Document changes in patient's medical record.
- As directed by physician, telephone prescription refills to pharmacy and document in medical record.
- Prepare examination rooms by arranging sterile instruments on tray and stocking rooms with appropriate medical supplies.

General:

- Assist with front office duties, as requested, such as scheduling appointments, answering telephone, managing medical records, filing, and arranging transportation for patients.
- Knowledge of basic medical practices and procedures. Knowledge of infection control, OSHA. Assist patients of any age, race, creed, gender and disability without bias or prejudice.
- Respect and understand the patient's right to treatment and right to involvement in treatment decisions.
- Practice ethical responsibility based on the cultural, ethnic and religious beliefs of the patients served and applicable law
- Dispose of medical waste in accordance with established protocol.
- Comply with established measures for infection control, universal precautions, OSHA regulations and risk management
- Other duties as assigned

SUPERVISION OF PERSONNEL:

<u>TITLE OF DIRECT REPORTS</u>	<u>EXEMPT</u>	<u>NONEXEMPT</u>
N/A		

WORKING RELATIONSHIPS:

Will interact both internally and externally with a variety of people, including but not limited to: Executives, leadership and other coworkers, HHM office administrators or assistants, clinic staff; general public including patients and their relatives or support

KNOWLEDGE AND SKILL REQUIRED:

EDUCATION: High school diploma or equivalent required; Associates; Preferred;
Medical Assistant Certification preferred.

EXPERIENCE (and other qualifications): Two (2) years' Community Health Care environment experience preferred

COMMUNICATION SKILLS: Bilingualism REQUIRED. Must possess the ability to read, analyze and interpret general publications. Ability to effectively present information and respond to questions from groups of managers, coworkers,

patients and providers. Ability to respond to common inquiries or complaints from customers, regulatory agencies or members of the community.

MATHEMATICAL SKILLS: Must possess ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals

REASONING SKILLS: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form

PREFERRED REQUIREMENTS:

- Excellent professional written and verbal communication and interpersonal skills;
- Ability to produce quality work within tight timeframes;
- Capable of observing, receiving and otherwise obtaining information from all relevant sources then analyzing information/evaluating results to choose the best solution and solve problems

SOFT SKILLS:

- Knowledge of current social and economic problems pertaining to public health and their impact of primary health care.
- Cognizant of the prevalent stressors and their impact on both the professional provider and the patient population within Healing Hands Ministries, the community, and all of HHM clinical settings.
- Organized, dependable and a team player;
- Attention to detail and a have high sense of urgency;
- Must display good judgment, maintains confidentiality, sound decision-making, and be able to work independently, as needed;
- Flexible, adaptable and a high level of initiative;
- Able to establish and maintain interpersonal relationships;
- Work in a fast-paced environment and display strong customer service skills

PHYSICAL REQUIREMENTS AND WORKING CONDITIONS:

- Works indoors with a variety of office equipment in the dental office and exam/procedure rooms that include well-lighted, well-ventilated, and adequate space. Frequent exposure to communicable diseases, bodily fluids, toxic substances, and other conditions common to working in a primary care setting. May be exposed to strains and injuries from patients and equipment
- Required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; extensive reading; inspecting and observing information on a computer screen
- Must have hand/finger dexterity in order to fulfill functions of the role re: general medicine including vaccinations, physical exams, and more simple procedures with adults and children as well as specimen identification and integrity
- Is standing or moving approximately 75-85% of the time; Must be able to move around the office up to 15% of the time to make copies, fax, file, etc.; Occasionally lifts and carries items weighing up to 25 pounds. Occasional stressful situations and irregular hours.
- Must be able to communicate clearly to coworkers and patients both in-person and over the telephone.
- This position requires constant communication and exchange of information with Healing Hands' employees, clients, vendors, providers and/or contractors, and patients

EFFECTIVE DATE: MAY 2021

Healing Hands Position Description Acknowledgement

Title: Medical Assistant/Lab Tech

- I have reviewed this job description and I understand all my job duties and responsibilities.
- I am able to perform the essential functions as outlined.
- I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description.
- If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the Human Resources staff.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

Employee's Signature

Date

Employee's Name (please print)