

MEDICAL ASSISTANT

DEFINITION

Under general supervision, provides clinical support services under the guidance of clinical protocols developed in conjunction with a supervising physician; performs office support duties to ensure efficient operation of the District's Student Health Services Center.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Student Health Services. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a classification responsible for performing clinical support services. Work requires strong communications skills and knowledge of health office processes and procedures. Incumbents perform the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of assigned area of responsibility. This classification is distinguished from other Student Health Services classifications by the requirement of appropriate professional certificates.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Performs general office duties including scheduling appointments; answering and screening phone calls; greeting visitors; operating standard office machines and equipment; maintaining accurate and complete medical records pertaining to the patient; and typing letters, memos, and medical reports.
2. Assists patients with the completion of accident reports, insurance claim forms, and other documents as needed.
3. Records patient's medical information including vital signs, pulse oximetry, allergy status, reason for visit, etc. in the medical record.
4. Assures that medical record entries are legible and accurate; includes the date and time of entry and adds "MA" to his/her signature as required by law.
5. Maintains examination rooms and laboratory ensuring that they are clean and well stocked.
6. Assists with office and medical supplies inventory, maintenance, and ordering of supplies, equipment, and pharmaceuticals when needed.
7. Provides first aid in an emergency, including cardiopulmonary resuscitation (CPR) as needed.
8. Under the supervision of a Physician, Nurse Practitioner, Physician Assistant or Registered Nurse, administers immunizations, performs tuberculin skin tests, urinalysis, blood glucose and lipid profiles, urine pregnancy tests, and other in-house laboratory tests; does not interpret test results.

9. Performs other support duties, including obtaining laboratory specimens such as blood, urine, etc. as specified by a medical order, removing sutures, and performing ear lavages.
10. Abides by all confidentiality practices required by department, state, and federal policies, laws, rules, and regulations.
11. Maintains a clean and orderly environment.
12. Attends a variety of meetings and training sessions as required.
13. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
14. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
15. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
16. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
17. Prepares and delivers oral presentations related to assigned areas as required.
18. Learns and applies emerging technologies, to perform duties in an efficient, organized, and timely manner.
19. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Current state and federal standards of practice that apply to the provision of health care as those included in the Medical Board of California, Business and Professions Code sections 2069-2071 and 2725.3, Title 16, CCR, sections 1366-1366.4, HIPAA, and Universal Precautions.
3. Practices and procedures involved in the establishment and implementation of treatment and therapeutic plans for common illnesses and injuries.
4. Health issues common to the community college population.
5. Basic first aid, CPR, and assessment techniques.
6. Purposes, uses, and operating characteristics of a variety of equipment and supplies used in medical assistance operations.
7. Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
8. Modern office practices, methods, and computer equipment and applications related to assigned work.
9. Basic principles of record keeping and file maintenance.
10. English usage, spelling, vocabulary, grammar, and punctuation.
11. Techniques for effectively dealing with community agencies and individuals of various ages, disabilities, and socio-economic groups, and effectively representing the District in contacts with the public.
12. Techniques for providing a high level of customer service.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Provide medical assistance and care to evaluate the physical and health needs of patients.
5. Implement treatment or therapeutic plans as appropriate, following policies, procedures, and clinician orders.
6. Understand technical and medical terminology.
7. Maintain medical records as per current legal requirements.
8. Work responsibly with physicians and other members of the medical/mental health team and to manage patients effectively.
9. Recognize adverse signs and symptoms and react swiftly in emergency situations.
10. Operate medical equipment.
11. Write clear and concise nursing reports.
12. Administer first aid, CPR, and routine and emergency treatment procedures.
13. Administer physician prescribed medication and treatment.
14. Understand, interpret, and respond with courtesy and sensitivity to the needs of patients from culturally and linguistically diverse backgrounds.
15. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
16. Operate modern office equipment including computer equipment and software programs.
17. Organize own work, set priorities, and meet critical time deadlines.
18. Use English effectively to communicate in person, over the telephone, and in writing.
19. Understand scope of authority in making independent decisions.
20. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
21. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

1. A high school diploma or equivalent is required.
2. While Medical Assistants are not certified, registered, or licensed in the State of California, the Medical Board of California does require that medical assistants complete specific types and hours of training to perform the duties outlined in their scope of practice. This training must be documented and a physician or other qualified teacher, as identified by the Medical Board of California, must certify in writing that the

Medical Assistant has completed the training successfully. District-specific requirements are as follows:

- a. Equivalent to a Medical Assistant Certificate from a program recognized by the Medical Board of California; and
- b. Three (3) years of experience in a healthcare setting.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

1. The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.
2. Possession of a valid Phlebotomist Certification.
3. Possession of a valid CPR certificate issued by the American Heart Association.

PHYSICAL DEMANDS

Must possess mobility to work in a standard health clinic setting and use standard medical and office equipment, including a computer; to operate a motor vehicle to visit District sites and attend meetings; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is partially a sedentary classification; frequent standing in work areas and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office and medical equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees primarily work in a health clinic environment with moderate noise levels, controlled temperature conditions, and direct exposure to hazardous physical substances. Incumbents may be exposed to blood and body fluids rendering first aid, CPR, and/or treating patients. Employees may interact with individuals when interpreting and enforcing departmental policies and procedures.