

**FULTON COUNTY MEDICAL CENTER  
POSITION DESCRIPTION**

**POSITION TITLE:** MEDICAL OFFICE ASSISTANT – EXPRESS CARE  
**REPORTS TO:** DIRECTOR OF ACUTE CARE SERVICES  
**REVISION DATE:** February 2018

**I. POSITION SUMMARY:**

The Medical Assistant performs a variety of clinical services under the direction of the physician or physician extender primarily in the areas of preparing patients for their office visit and in checking patients out. The Medical Assistant's position requires a highly organized individual who can safely manage more than one task at a time and move swiftly throughout the varied responsibilities. The Medical Assistant must be able to work and interact as part of a team and utilize skills in all areas of Express Care. The Medical Assistant uses multiple clinical and office software systems to record patient information, to register and check out patients, and to share and receive information.

**II. EDUCATION/LICENSURE/CERTIFICATION/REGISTRATION**

Medical Assistant Certification is required. At least one year of experience after certification is preferred. A new graduate with exceptional references will be considered. An "office trained" assistant with at least 2 years' experience in the medical office will also be considered. Duties include immunizations/injections, assisting providers with procedures, and autoclaving/sterilization techniques. Skills and knowledge required include excellent communication skills and rapport with patients, excellent organizational skills with attention to detail, ability to maintain patient confidentiality, front office procedures, phlebotomy preferred but not required, and knowledge of OSHA, CLIA, AND HIPAA regulations. Experience using a computer is required. Experience using clinical computer software systems is preferred.

**III. CUSTOMER FOCUSED EXPECTATIONS:**

While performing the essential functions of this position, the staff member must strive to keep the mission, vision, and values of the Fulton County Medical Center, and be committed to the improvement and best interests of the facility and the services of Express Care.

**IV. TYPICAL PHYSICAL DEMANDS:**

Vision at least 20/40 with correction. Hearing sufficient to converse over the telephone without misunderstanding and to understand conversation spoken in a normal voice 15 feet away. Must have the ability to speak intelligibly and clearly. Fine motor skills sufficient to perform physical examinations and minor surgical procedures, write notes and correspondence, and fill out necessary paper work. Ability to walk or otherwise move down hallways and through doorways without assistance; must be capable of rapid locomotion in case of emergency (100 feet in 25 seconds or less). Much standing and walking is required.

**V. TYPICAL MENTAL DEMANDS:**

The ability to deal with pressure to meet deadlines, to be accurate, to handle constantly changing situations and to create a positive work environment. The ability to deal with a variety of people, stressful situations, and handle conflict. Ability to communicate verbally and in writing in a professional manner. Ability to gain new skills and knowledge necessary for the performance of essential job functions. Ability to give, receive and analyze information.

**VI. WORKING CONDITIONS:**

The normal workweek of the practice consists of forty (40) hours per week. Work on occasional Saturday morning's necessary. Specific hours are addressed on an individual basis depending on the needs of the office. Possible exposure to electrical current, infectious diseases, and blood-borne pathogens.

**VII. EQUIPMENT TO BE USED:**

Instruments necessary to perform patient testing and procedures such as checking vital signs, injections, lab samples, computer, Internet for information, Telephone, Fax Machine, Copier, Shredder and Scanner.

**VIII. FACILITY WIDE COMPETENCY REQUIREMENTS (see attached)**

**IX. ESSENTIAL FUNCTIONS (see attached)**

**X. NON-ESSENTIAL FUNCTIONS (see attached)**

- Mid Probation** 45 days after hire
- End Probation** 90 days after hire
- Annual**



Employee Name: <input style="width: 95%;" type="text"/>	Department: <input style="width: 95%;" type="text"/>	Current Title: <input style="width: 95%;" type="text"/>	Supervisor Name/Title: <input style="width: 95%;" type="text"/>
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<b>Methods of Measurement Include the Following:</b>		<i>AGES SERVED</i>	
<input type="checkbox"/> Direct Observation	<input type="checkbox"/> Documentation	<input type="checkbox"/> Neonates (< 30 days)	<input type="checkbox"/> Adults (> = 18 years and < 65 years)
<input type="checkbox"/> Feedback from staff or patients	<input type="checkbox"/> PI Reports	<input type="checkbox"/> Infants (> 30 days and < 1 year)	<input type="checkbox"/> Geriatrics (> = 65 years)
Period Covered by this Evaluation: <input style="width: 95%;" type="text"/>		<input type="checkbox"/> Pediatrics (> = 1 year and < 13 years)	<input type="checkbox"/> Not Applicable
		<input type="checkbox"/> Adolescents (> = 13 years and < 18 years)	

	Rating			
	D	M	E	
<b>FACILITY WIDE COMPETENCY</b>				<div style="border: 1px solid #ccc; height: 400px; width: 100%; position: relative;"> <div style="position: absolute; top: -15px; right: -15px; border: 1px solid #ccc; width: 15px; height: 15px;"></div> <div style="position: absolute; bottom: -15px; right: -15px; border: 1px solid #ccc; width: 15px; height: 15px;"></div> </div>
<b>INSTITUTIONAL AND/OR PROFESSIONAL STANDARDS</b> <ul style="list-style-type: none"> <li>Comply with regulatory agencies, and institutional and operating systems.</li> <li>Adhere to all Hospital Policies and Procedures as they apply to the area.</li> <li>Knowledge and adherence to Infection Control and Environment of Care Guidelines and Procedures as they are described in the annual education module.</li> <li>Protect patient/customer confidentiality.</li> <li>Comply with HIPAA regulations as they apply to the job.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>PERFORMANCE IMPROVEMENT</b> <ul style="list-style-type: none"> <li>Adhere to current organizational Performance Improvement priorities</li> <li>Participate in quality studies through data collection</li> <li>Make recommendations and take actions to improve structure, system or outcomes</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>CUSTOMER SERVICE</b> <ul style="list-style-type: none"> <li>Demonstrate the values of the organization: respect, honesty, integrity, compassion, fairness, innovation and stewardship of our resources.</li> <li>Demonstrate commitment to serving the customer.</li> <li>Demonstrate excellence in communication with the customer.</li> <li>Create a welcoming environment for the patients, family and other interdisciplinary team members</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

ESSENTIAL FUNCTIONS	D	M	E	Comments
•Maintain smooth patient flow calling then escorting patients from the waiting room to the exam room when necessary. Upon completion of PCP visit, escorts patient back to the waiting room.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<div style="border: 1px solid black; height: 800px; width: 100%; position: relative;"> <div style="position: absolute; top: 5px; right: 5px; text-align: right;">▲</div> <div style="position: absolute; bottom: 5px; right: 5px; text-align: right;">▼</div> <div style="position: absolute; bottom: 5px; left: 5px; text-align: left;">◀ ▶</div> </div>
•Exam room preparation including cleaning up in preparation for next patient, restocking of supplies and assembling equipment and supplies for various diagnostic or treatment procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
•Provide support to assigned provider including but not limited to scribing, report retrieval, clinical duties, tasking, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
•Receives incoming telephone calls to the nurse line for the appropriate provider. This may include requests for prescriptions/refills under the direction of the MD. Consults with the LPN to triage medical calls as needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
•Assist in patient call backs, including calls to relay test results, under the direction of the MD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
•Perform basic lab tests	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
•Nursing Station organization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
•Administers injections and medications upon order from provider.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
•Pull patient charts for labs, x-ray reports, consultation letters and other clinical information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• Obtains vital signs and interviews patients to assess chronic/acute health problems or changes in status and documents such	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
•Assists in preparation and maintenance of patient records.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
•Record and report laboratory and test results received from outside laboratories and hospitals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
•Maintain drug sample cupboards and meet with pharmaceutical representatives as needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
•Assembles equipment and supplies in preparation for various diagnostic or treatment procedures when necessary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
• Upon discharge, provides patient with discharge instructions, registers patient for any ordered lab work or x-rays, and schedules patient with follow up appointment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
•Prep patient for procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
•Assists physician with procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

	•Receives and completes physician orders. Creates tasks for referrals and sends to appropriate staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	•Coordinates, assists with and provides for patient education as directed by physician	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Complies with all OSHA, CLIA, Infection Control and HIPAA regulations.			

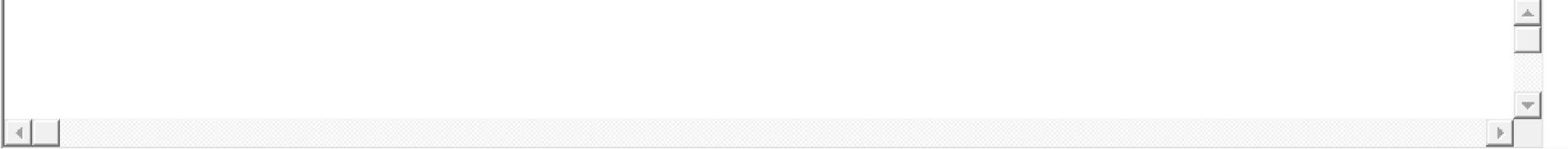
<b>Non Essential Functions:</b>		<b>D</b>	<b>M</b>	<b>E</b>	<b>Comments</b>
1. Participates in professional development activities: a. In-service classes or on-line courses. b. Shares knowledge with others. c. Reads in-house communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2. Work Habits: a. Complies with attendance policies. Hours are flexible depending on physician schedule. b. Dresses according to the departmental dress code c. Organizes time, sets priorities d. Spends free time in a constructive manner e. Complies with break and lunch policy f. Arrives to work on time g. Works well with co-workers in department h. Wears name badge with picture/name visible at all times. i. Spends free time in a constructive manner doing duties assigned and unassigned by manager. j. Pleasant attitude toward supervisor, co-workers and other staff k. Clock in and out on time. l. Notifies supervisor of time clock issues/mistakes. m. Stays in department when possible to serve customers and answer phones. n. Keeps work area clean at all times. o. Gives constructive ideas to improve department. p. Employee uses 2 patient identifiers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
3. Initiative and judgment: a. Makes necessary work related judgments based upon factual information b. Completes assignments with minimal directions and in a timely manner c. Adapts to a changing work load	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

D= Does Not Meet Expectations	M= Meets Expectations	E= Exceeds Expectations
Comments:		

Future Plans and Actions:



Employee Comments:



To update our files, please answer the following questions:

Have you received a higher education degree in past 12 months: Yes \_\_\_ No \_\_\_

Please forward to Human Resources

Have you received a certification in the past 12 months: Yes \_\_\_ No \_\_\_

Please forward to Human Resources

**I have reviewed this Performance Evaluation**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Evaluator Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Department Head or Designee Signature

\_\_\_\_\_  
Date