



Class Summary

The responsibilities of this classification include performing paraprofessional-level health care assistance duties in out-patient ambulatory care settings. Incumbents are responsible for assisting physicians and advanced registered nurse practitioners in providing health care services to patients, performing administrative support duties, adapting role/tasks to maximize clinic efficiency and performing outreach activities, research and assessment duties.

Distinguishing Characteristics

This is a single-level paraprofessional classification. Medical Assistants work collaboratively within a multidisciplinary clinic team under the supervision of a site manager or Personal Health Services Supervisor. Medical Assistants work with clients under the clinical direction of a physician or nurse practitioner for invasive procedures and medication administration.

This classification is distinguished from the Health Care Assistant classification in that incumbents in the Medical Assistant classification must meet the educational and occupational qualifications to perform intramuscular, intradermal (including skin tests) and subcutaneous injections of therapeutic agents and must be certified by Washington State as category A and E Health Care Assistants. This classification is distinguished from the Nutrition Assistant classification in that it provides assistance to health care providers who are providing health care in various clinical programs, whereas the Nutrition Assistant is providing specific nutrition assessment and education services to clients.

Examples of Duties (May vary by position)

1. Assist in efficient clinic flow by rooming patients; assist providers with patient care; perform diagnostic screening tests and procedures, such as vision, hearing and EKG's.
2. Interview clients to obtain and record pertinent medical, dietary and social history; perform and record patient vital signs; document client assessment and care data in health care record.
3. Instruct patients on specimen collection; collect and perform basic laboratory assessment of specimens such as, but not limited to, blood, urine and stool; schedule laboratory tests; perform other laboratory procedures as required by specific clinic population; follow up with physician and/or advanced registered nurse practitioner on abnormal laboratory tests as indicated in clinic protocol; label and log laboratory specimens and maintain laboratory test tracking system.
4. Perform phlebotomy; administer therapeutic injections and medications as authorized by physician and/or nurse practitioner.
5. Provide specific health information to clients according to established guidelines or as directed by provider; provide referrals to health care services and identify available community resources.
6. Obtain and plot adult and child anthropometric measurements; using established protocols, evaluate anthropometric and medical history data for health risk factors.
7. Using established protocols, input patient data into, update and maintain patient chronic disease registries; at the request of the physician or nurse practitioner, develop reports using patient registries and participate in follow-up and tracking activities.

8. Collect clinical information from patients via the telephone and inform licensed professional health care staff of patient needs.
9. Clean, stock and set up patient examination rooms and sterilize examination equipment; order, inventory, monitor and maintain clinical and laboratory supplies.
10. Assist administrative support staff in scheduling, registering, checking in and checking out patients.
11. Participate in Department and or PHC emergency response trainings and drills; aid in response to emergency situations and summon other health care providers and emergency personnel in a timely and appropriate manner when necessary; participate in quality improvement and quality assurance activities as appropriate.
12. Perform other duties as assigned.

Knowledge/Skills (May vary by position)

Knowledge of medical terminology and clinical procedures; health care maintenance and prevention; asepsis and universal precautions; laboratory procedures including phlebotomy

Knowledge of human systems, including anatomy, physiology, biology, human growth and development; behaviors and practices to achieve and maintain good health; health and social services resources; occupational hazards and safety procedures

Knowledge of state and federal guidelines for laboratories, biohazards, laboratory specimen collection and handling; Health Care Assistant WAC certification requirements at all levels

Knowledge of common computer software programs and skill in using a computer

Knowledge of and skill in administrative support practices and procedures; medical record-keeping procedures; using current computer software including clinical practice management systems

Communication skills (oral and written) including the ability to read, write and converse in the English language

Clinical procedure and laboratory skills (vary by clinical assignment)

Skill in basic math, analyzing, assessing, problem solving and client interviewing

Skill in working with racially, ethnically and socio-economically diverse populations; working as a part of a multidisciplinary team

Skill in performing a number of tasks simultaneously; meeting deadlines and working under time constraints

Licensing, Certification and Other Requirements

Washington State Driver's License or the ability to provide transportation to work locations with limited or no public transportation (some positions)

Eligibility for Washington State certification as a Health Care Assistant in categories A and E, to be obtained within six (6) months of hire, including:

1. One academic year of formal education at the post-secondary level at an accredited medical assisting school or the equivalent. Education shall include but not be limited to anatomy, physiology, pharmacological principles and medication administration, concepts of asepsis, and microbiology.
2. Adequate physical ability and sufficient manual dexterity to perform the requisite health care services.

Additional licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required.

FLSA Designation

Non-Exempt

Levels within same series

None

Class History

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