

Job Code:	B475	Title:	Medical Assistant II			
Grade:	42	Exempt/Non-Ex:	Non-Ex	Salary Plan:	BHS	
Career Path:	M05	Level:	03	CID Code:	Select Uniform Code	
Company:	Select	Dept. ID:	Multi	Dept Name:		
Reports to Job Code:		Reports to Title:				
Analyst:		Approval Date:	11/5/18			
Physical Demands Form Updated/Completed:		<input type="checkbox"/> Please check to acknowledge update/completion. Go To Physical Demands Form				
Summary Description:						
<p>One to three paragraphs describing job function. In addition to job qualifications this will be used for posting. This section should include tie to line of sight and employee engagement – how this job relates to our vision and mission. (Do not use bulleted text.)</p> <p>The Medical Assistant provides an understanding approach to patient care, is responsive to patient needs, maintains confidentiality, and provides support to patients during examinations, testing and procedures and ensures smooth transitions during patient sessions.</p> <p>To provide patient centered care the Medical Assistant assists in examination and treatment of patients under the direction of a provider. Interviews patients, measures vital signs (i.e., pulse rate, temperature, blood pressure, weight, and height). May draw and collect blood samples from patients and prepare specimens for laboratory analysis. Assists provider with or performs procedures/testing as directed or by protocol. Prepares treatment rooms for examination of patients. Follows up with patient providing educational resources, appointment information and referrals. Ensures that patients' records are accurately documented.</p> <p>The Medical Assistant approaches work with a can do attitude, works collaboratively with the clinical and office staff, and looks to improve operations or resolve problems with thoughtful consideration and responsiveness to the needs of others.</p> <p>The Medical Assistant II is proficient in the Essential Functions and the Practice Specific Skills Inventory for this level. The Medical Assistant II may advance to the Medical Assistant III. Adheres to system and department compliance policies, and any and all applicable laws and regulations. Performs other duties as assigned.</p>						
Job Requirements:						
Expansion of the summary description. Specific job related responsibilities that will be used to measure performance. Please check which job responsibilities are "Essential Functions" as defined by the Americans With Disability Act. View ADA Requirements					Essential Function?	% of Time
1.	Patient and Room Preparation - Based on patient intake data, assess exam requirements and prepare room and patient for exam, treatment, or procedure. Ensures all necessary equipment is available and provides patient with appropriate education materials. Reviews patient and physician schedules to prepare for the day and makes appropriate changes and suggestions for improved patient access and patient flow. Tests all specialized equipment and contacts Clinical Engineering for repair. Reports any non-compliance or concerns to the Supervisor/Manager Joint Commission, DPH, organizational infection controls standards.				<input checked="" type="checkbox"/>	

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2.	Patient Intake and History - Accurately and within established time frame, gather and/or confirm patient information including personal data (name, address, etc) and clinical information (health maintenance, vitals, medication, reason for visit, etc) to ensure accurate patient record for evaluation and treatment. Demonstrates proficient understanding of and uses Clinical Information Systems (CIS) and Centricity to enter patient information. Following established departmental protocols answers telephone and gathers information for provider and/or nurse . Independently relays information and outcome to patient appropriate to scope and level of experience.	<input checked="" type="checkbox"/>	
3.	Clinical Orders - Independently implements provider's orders including standing orders and protocols to maintain flow of patient care, testing for appropriate treatment, and coordination of care with clinical team. Accurately refill prescriptions based on protocol, track and prepared controlled substance contracts, prescriptions and necessary testing obtain prior authorization for medication and imaging, and complete incoming forms.	<input checked="" type="checkbox"/>	
4.	Assisting Provider - Available for chaperoning and to assist provider as needed. Assists providers with procedures. Sets up and cleans exam/procedure room. Anticipates the needs of the provider	<input checked="" type="checkbox"/>	
5.	Procedures - Performs procedures independently as approved by provider, including EKG, vision and hearing screening, point of care testing, etc. Immunizations may only be administered in conjunction with Baystate Medical Practices Policy BMP-MM012	<input checked="" type="checkbox"/>	
6.	Documentation - Accurately and within established time frame, completes all documentation. Ensures that patient and provider information is complete. Able to independently document procedures performed during nurse visits.	<input checked="" type="checkbox"/>	
7.	Patient Discharge - Schedule appointments and process referrals. Provide patient education materials and ensures materials are available in patient rooms. Cleans room and prepares for the next patient. Asks questions when presented with new situations. Under the direction of the provider or nurse, reviews instructions with the patient.	<input checked="" type="checkbox"/>	
8.	Communication/Leadership - Communicates with care and leadership team to ensure smooth patient hand-offs and raises red flags as needed.	<input checked="" type="checkbox"/>	
9.	Completes referrals and prior authorizations as needed. Completes surgical and procedue scheduling.	<input type="checkbox"/>	
10.		<input type="checkbox"/>	
11.		<input type="checkbox"/>	
12.		<input type="checkbox"/>	
13.		<input type="checkbox"/>	
14.		<input type="checkbox"/>	
15.		<input type="checkbox"/>	
16.		<input type="checkbox"/>	
17.		<input type="checkbox"/>	
18.		<input type="checkbox"/>	
19.		<input type="checkbox"/>	
20.		<input type="checkbox"/>	
Qualifications	Unless otherwise required by certification, licensure, or registration, an equivalent combination of education and experience which provides proficiency in the areas of responsibility listed in this description may be substituted for the minimally required education and/or experience listed in the Qualifications section below.		
Minimally Required Education: High School/GED		Preferred Education: <i>If none required select "none required".</i>	

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Minimally Required Experience: <i>If none required select "none required".</i> Preferred Experience: Graduate of an accredited MA program or equivalent training with demonstrated competencies of MA II (evaluated by hiring manager) and minimum of one years as a medical assistant.				
Skills/Competencies: Qualified for Medical Interpreting through training will be required to pass BH MI testing.				
License:	_____	State	Required/Preferred?	
<i>Please provide industry accepted acronym & description. i.e. CDL – Commercial Driver's License and State Requirement (MA or CT).</i>	_____	State	Required/Preferred?	
	_____	State	Required/Preferred?	
	_____	State	Required/Preferred?	
<i>Any job requiring CPR must have a minimum of Health Care Provider CPR training (CPR and AED) unless otherwise specified in the Certification section.</i>				
Certification:	CPR	State	Required/Preferred?	Required
	Credentiaing must be awarded by a third-party credentiaing body which can be obtained through: 1. Certified by American Association of Medical Assistants (AAMA); 2. Registered through Medical Assistant (RMA) and/or American Medical Technologist (AMT) association; r3. Certified Clinical Medical Assistant (CCMA) through the National Healthcare Association or 4. Completed the Ambulatory Computerized Physician/Provider Order Entry (ACPOE) program through Springfield Technical Community College.			
<i>Please provide industry accepted acronym & description. i.e. CPR – Cardiopulmonary Resuscitation and State Requirement (MA or CT)</i>	_____	State	Required/Preferred?	Required
	_____	State	Required/Preferred?	
	_____	State	Required/Preferred?	