



Amherst College
Office of Human Resources

JOB DESCRIPTION

Title: Certified Medical Assistant

Department: Health Services Reports to title: Assistant Director Health Services

Full Time: X Part Time: _____ Date Prepared: August 30, 2019

Job Group & Level: PT-1 Regular Daily Work Schedule: 8:00 to 5:00

Pay Type: Weekly X Monthly _____ Months Per Year: 12 Hours Per Week: 40

(Summer Months) Months Per Year: _____ Hours Per Week: _____

1. Summary of Position:

The Certified Medical Assistant is responsible for assisting medical providers with patient care including administrative and environmental tasks. Fulfills patient care responsibilities as assigned, which includes appointment scheduling and verification of insurance coverage and patient demographics. Facilitates patient flow and conveys positive image of the Health Center. Takes appropriate actions to support a diverse workforce and participates in the College's efforts to create a respectful, inclusive, and welcoming work environment.

Participates if needed in after hours and holiday coverage. In addition, the position is designated as providing essential services and may be required to report to work, or remain on duty even when the College is closed.

2. Principal Duties and Responsibilities:

60% Administrative

Performs administrative duties, which includes but is not limited to:

- Appointment scheduling and coverage of the front desk including phones, and verification of insurance and patient demographics utilizing the electronic medical system.
- Assist with referrals, preauthorization and completing various forms/requisitions as needed to expedite patient care.
- Participate in medical tracking system which includes maintaining accurate data entry along with appropriate documentation and informing provider of pertinent information per Health Center guidelines.
- Maintain adequate levels of supplies in all exam rooms; order medical and office supplies as needed; perform duties specific to the daily knowledge of equipment and supplies pertinent to clinical operations.

35% Clinical

Fulfills patient care responsibilities as assigned including checking schedules and organizing patient flow, greeting and accompanying patients to exam room, collecting patient history and performing intake assessments per Health Center guidelines.

Performs and maintains skill level consistent with Health Center guidelines for the administration of medications and/or injections done under the supervision of an N.P./P.A. or M.D. which include but are not limited to the following:

- Administer immunizations and TB tests per Health Center's protocol
- Perform phlebotomy

Performs and maintains skill level consistent with Health Center guidelines for the following procedures done under the supervision of an R.N., N.P./P.A., or M.D. which include but are not limited to the following:

- Basic wound care per Health Center protocol
- Suture removal
- Ear irrigation
- Assist provider with minor procedures including routine orthopedic care, applications of casts, splints and ace wraps, cast removal and crutch instruction
- Blood glucose monitoring
- Set-up and initiation of nebulizer treatments

- Apply oxygen delivery system at correct flow rates
- Routine and postural vital signs
- Peak flow measurements and pulse oximetry
- Spirometry per Health Services protocol
- Vision screening
- EKGs

Performs and maintains skill level consistent with Health Center guidelines for the following procedures which include, but are not limited to the following:

- Appropriate and complete documentation for all patient care activities including telephone encounters while maintaining patient confidentiality
- Maintain proper handling and storage of hazardous materials (biohazards, corrosives, sharps)
- Specimen collection and decentralized laboratory testing per Health Center protocol including documentation
- Maintain and monitor proper temperature control for vaccine storage

5% Performs other duties as required

All employees are expected to participate in the College's efforts to create a respectful, inclusive, and welcoming work environment.

3. Internal-External Interaction/Communication:

Complex operational interactions/communications including providing, obtaining, receiving and analyzing information with students, staff, visitors and providers. Interacts respectfully with patients understanding and promoting patient rights. Promotes a harmonious work environment with co-workers.

4. Education: (include certifications and licenses)

Required: Associates Degree from an accredited Medical Assistant Program. CPR and CMA certification.

Preferred:

5. Experience: (List specific skills necessary to perform this job)

Required:

- Working knowledge of basic hospital/clinic practices, techniques, equipment, and terminology
- Strong verbal and written communication, interpersonal, time management and organizational skills
- Basic knowledge of insurance plans
- Computer experience including use of Electronic Health Records
- Commitment to and/or experience working with a diverse community
- Successful completion of pre-employment physical and lift test

6. Environmental and Physical Demands: (Please describe the work environment and unusual physical demands, i.e. lifting requirements.)

- Lift, carry, push, and pull 35 lbs. and the ability to lift and transfer patients with assistance in an emergency
- Visual – normal concentration and eye-hand coordination
- Movement including kneeling, bending, reaching, walking, standing
- Hazardous materials including exposure to biological fluids

7. Decision Making:

Understands practices and procedures; uses existing procedures to solve routine or standard problems; problems are varied but similar, and selects best option for resolution from a set of defined procedures; escalates complex issues to supervisor.

8. Supervision Exercised/Received:

Minimal supervision provided by supervisor.

Supervisory Responsibility: Yes _____ No X

Number of Employees Supervised: 0