



LANE COUNTY
B060B
Established 07/24/06
Updated 09/14/06
B065B
Updated: 4/15/05
Updated: 09/14/06
Updated: 05/30/17
Updated: 09/09/2022

MEDICAL ASSISTANT 1 - Bilingual
MEDICAL ASSISTANT 2 – Bilingual

CLASS SUMMARY: To perform delegated routine clinical and administrative duties within the supervising Physician/Provider’s scope of practice; to assist healthcare provider team in the delivery of patient care in the clinic setting; to interact with patients, both in person and by phone; to provide outstanding customer services to patients, families and co-workers; and to perform related duties as assigned.

CLASS CHARACTERISTICS:

Medical Assistant 1: This is the entry level class in the Medical Assistant series. This class is distinguished from the Medical Assistant 2 by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters related to established procedures and guidelines as are positions allocated to the 2 level.

Medical Assistant 2: This is the full journey level class within the Medical Assistant series. This class is distinguished from the Medical Assistant 1 by the assignment of the full range of duties assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and they are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and may be filled by advancement from the 1 level.

SUPERVISION RECEIVED:

Medical Assistant 1

Receives supervision from assigned supervisory and management staff. May work under the technical and functional supervision of assigned professional staff.

Medical Assistant 2

Receives general supervision from assigned supervisory and management staff. May work under the technical and functional supervision of assigned professional staff.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary)

- | | |
|----|--|
| 1. | Assists Physician/Provider in examination and treatment of patients. Works with Physician/Provider and other staff to create and maintain effective flow of patients in the clinic. Gathers patient’s chart, test results and other reports. |
|----|--|

LANE COUNTY

Medical Assistant 1 – Bilingual and Medical Assistant 2 - Bilingual (Continued)

2.	Interviews and documents clinical data from patients to assist the Physician/Provider when he/she visits the patient. Observes/reports and records observation of abnormal signs or symptoms to Physician/Provider. Obtains patient's history and takes vital signs; prepares, processes, and delivers specimens.
3.	Prepares treatment rooms for examination of patients. Drapes patients with covering and positions instruments and equipment. Hands instruments and materials to doctor as directed. Cleans and sterilizes instruments. Responsible for stocking and upkeep of exam rooms, and cleaning and sterilizing of equipment and instruments.
4.	Inventories and orders medical supplies and materials. Disposes of contaminated or outdated supplies.
5.	Under Physician/Provider direction and supervision, may administer certain injections, administer medications, or draw blood, as appropriate.
6.	Performs a variety of basic laboratory and testing procedures and treatments as directed; changes dressings, cleans wounds, removes sutures, performs basic first aid.
7.	May schedule appointments, greet patients, respond to telephone inquiries, process referrals and release of information forms, make referrals as directed by Physician/Provider, and perform secretarial tasks.
8.	May key patient and financial data into computer to maintain office and patient records, receive money for bills, complete insurance forms, compute and mail monthly statements to patients.
9.	As authorized by Physician/Provider, phones and faxes in drug refill approvals and new prescriptions to pharmacy.
10.	Records, reviews and updates medical records and data, maintaining confidentiality; accurately documents medical care and follow-up.
11.	Communicates with non-medical individuals regarding health issues, needed care and education as authorized by supervisor. Provides brochures/materials as directed. Reviews, maintains and orders resources and educational materials.
12.	Obtains prior-authorizations as required. Calls medical facility or department to schedule patients for tests. Arranges for and tracks referrals as directed by Physician/Provider.
13.	Assists Physician/Provider and other staff with determining appropriate action with urgent and emergent patient care.
14.	Performs other duties as assigned.

LANE COUNTY

Medical Assistant 1 – Bilingual and Medical Assistant 2 - Bilingual (Continued)

Knowledge of: (position requirements at entry)

- Principles, practices and procedures of clinic patient care, and necessary equipment and supplies.
- Methods and techniques to assist with primary medical care.
- Principles and procedures of record keeping and recording.
- Medical terminology and medical record documentation and confidentiality.
- Medical insurance processes.
- Laboratory techniques.
- Clinical and diagnostic procedures.
- Pharmaceutical principles and medication administration.
- Principles and techniques of sanitation and sterilization.
- First aid.

Skills in: (position requirements at entry)

- Understand, analyze, and transmit information effectively; receive and act upon verbal and written information; learn assigned tasks quickly; anticipate patient and provider needs.
- Prioritize work and practice time management to ensure timelines are met and the needs of multiple clients are addressed.
- Maintain accurate records for medical charts and reports; develop and maintain professional, effective, working relationships with supervisors, peers and clients.
- Communicate clearly and concisely, both orally and in writing.
- Perform strenuous duties such as assisting patients with ambulation, positioning and range of motion and/or respond to emergency situations involving illness or accident.
- Apply principles of aseptic technique and infection control.
- Perform data entry and mathematical calculations as needed.
- Work rotating shifts and days off.

Training and Experience: (positions in this class typically require)

Medical Assistant 1

Graduation from high school or equivalent; and Graduation from an accredited Medical Assistant program. No Medical Assistant experience necessary. Any combination of experience and training that provides the required knowledge and abilities is qualifying. Certification able to be obtained within sixty (60) days of hire.

Medical Assistant 2

Graduation from high school or equivalent; and Graduation from an accredited Medical Assistant program or equivalent job experience. Certification required at time of hire. One year of Medical Assistant experience. Any combination of experience and training that provides the required knowledge and abilities is qualifying.

NOTE: These positions are represented by AFSCME Local 2831 (Nurses).

Classification History:

FLSA Status: Non-Exempt

Bilingual definition updated; approved 09/14/06 by HR Director. Medical Assistant 1 – Bilingual designation approved 07/24/06 by HR Director. Medical Assistant - Bilingual title changed to Medical Assistant 2 - Bilingual 4/15/05 by approval of HR Manager and County Administrator.

LANE COUNTY

Medical Assistant 1 – Bilingual and Medical Assistant 2 - Bilingual (Continued)

Medical Assistant - Bilingual designation approved 1/16/04.
09/09/2022 - update language to "Physician/Provider"; updated "Medical Office Assistant" program to "Medical Assistant" program and changing "licensing requirements" to "certification requirements"; Adjust the MQ's to include graduation from accredited program or "equivalent job experience"; added the BLS (Basic Life Support) card as an option, so that it now shows the requirement as "Current CPR/BLS card".

BILINGUAL “B”
Bilingual designation is an adjunct classification.

Language: *Spanish*

CLASS SUMMARY: To assist in providing bilingual communication with Limited English Proficient (LEP) persons. Individuals in these classifications do more than self-identify; they have successfully passed a test demonstrating proficiency in both English and the other language administered by the County. The need for the use of the second language in the performance of job duties in this classification has been identified.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.) In addition to the regular knowledge, skills, and abilities required of the employee’s main classification, the bilingual duties of this adjunct classification may include, but are not limited to the following:

- | | |
|----|---|
| 1. | Interpreting between English speakers and LEP persons. |
| 2. | Orally translating documents |
| 3. | Providing oral assistance |
| 4. | Providing written assistance, including some written document translation |

Knowledge of (position requirements at entry):

- Both languages, demonstrating the ability to convey information in both languages quickly and accurately.

Skills in (position requirements at entry):

- Communicate clearly and concisely.
- Maintain confidentiality of communications.

Training and Experience (positions in this class typically require):

An equivalent combination of experience and training or demonstrated abilities qualifying the employee or applicant to perform the duties described herein. These skills and abilities may be acquired in various ways; i.e., education and/or bilingual or bicultural experiences.

Certification Requirements (positions in this class may require):

Medical Assistant 1

- Current certification through a nationally recognized Medical Assistant certification program or ability to obtain certification within sixty (60) days of hire.
- A valid Oregon driver’s license by time of hire.
- Current CPR/BLS card

LANE COUNTY

Medical Assistant 1 – Bilingual and Medical Assistant 2 - Bilingual (Continued)

- First Aid training.

Medical Assistant 2

- Current certification through a nationally recognized Medical Assistant certification program.
- A valid Oregon driver's license by time of hire.
- Current CPR/BLS card
- First Aid training