



MEDICAL ASSISTANT APPRENTICE

CLASS SUMMARY: To provide direct patient care under instructional supervision and practice skills through preceptorship; to apply current healthcare concepts and provide assistance with routine or general clinical responsibilities that contribute directly and indirectly to patient care under the supervision of an assigned preceptor or designee; to learn skills needed to assist healthcare provider team in the delivery of patient care in the clinic setting; to observe patient interactions, in order to develop skills needed to provide outstanding customer services to patients, families, and co-workers.

This is a 1.0 FTE position and the program will last approximately 28 weeks. Successful completion of the Apprentice program and the national Medical Assistant certification test, in conjunction with remaining an employee in good standing, will qualify Medical Assistant Apprentices to apply for the Medical Assistant 1 classification.

CLASS CHARACTERISTICS:

This is an apprenticeship to become eligible for the entry level class in the Medical Assistant series. This class is distinguished from the Medical Assistant 1 classification by requiring participation in a Medical Assistant education training program and direct oversight by a preceptor or designee in the clinic setting. Fifteen to twenty hours each week will be on-site classroom education; remaining hours will be clinical preceptorship combined with general administrative and other clinic duties as assigned. Employees in this classification are not expected to perform with any independence of direction and judgment unless specifically designated by preceptor.

SUPERVISION RECEIVED:

Receives supervision from assigned preceptor/ preceptor designee, 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. | Participates in Medical Assistant training program. |
| 2. | May schedule appointments, greet patients, respond to telephone inquiries, process referrals, and release of information forms, make referrals as directed by Physician/Provider and preceptor or designee, and perform clerical tasks. |
| 3. | May be asked to perform administrative functions and other duties as assigned independently at the direction of the preceptor or designee. |

	<p>Under direct observation and supervision of preceptor or designee, or independently once exam has been passed, may complete the following tasks:</p>
4.	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.
5.	Interviews and documents clinical data from patients to assist the Physician/Provider during the patient visit. 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.
6.	Prepares treatment rooms for examination of patients. Drapes patients with covering and positions instruments and equipment. Hands instruments and materials to Physician/Provider as directed. Cleans and sterilizes instruments. Assists with stocking and upkeep of exam rooms and cleaning/sterilizing of equipment/instruments.
7.	Inventories and orders medical supplies and materials. Disposes of contaminated or outdated supplies.
8.	Under Physician/Provider direction and supervision, may administer certain injections, administer medications, or draw blood, as appropriate.
9.	Performs a variety of basic laboratory and testing procedures and treatments as directed; changes dressings, cleans wounds, removes sutures, and performs basic first aid.
10.	May enter patient and financial data into computer to maintain office and patient records, receive money for patient invoices, complete insurance forms, compute, and mail monthly statements to patients.
11.	As authorized by Physician/Provider, phones/faxes/electronically transmits drug refill approvals and new prescriptions to pharmacy.
12.	Records, reviews, and updates medical records and data, maintaining confidentiality in accordance with HIPAA and Department policy; accurately documents medical care and follow-up.
13.	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.
14.	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.

Knowledge of (position requirements at entry):

- First aid
- Basic customer service principles

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.
- Proficient use of computer programs and equipment utilized in the clinic setting.

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

- Graduation from high school or equivalent.

Licensing Requirements (positions in this class may require):

- Current CPR card and First Aid training or ability to obtain within two (2) months of hire.

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

Classification History:

Established per Board Order 23-03-14-04.

FLSA Status: Non-Exempt