

Job Title: Medical Assistant

Job Code: 2

Reports to: Lead Nurse/Paramedic, Clinic Manager

Status: NA

### Overview/Job Purpose

Medical Assistant (MA) is responsible for supporting the Lead Nurse and/or Paramedic, and entire clinical team, in the care of patients of all ages from neonatal through geriatric in the clinic. The MA's primary purpose is to monitor patient flow to ensure maximum efficiency while providing fast, friendly, quality patient care. The MA must establish and maintain good rapport and effective working relationships with patients, visitors, and DCUC employees. The MA performs skills such as wound care and splint application and assists with additional procedures to support the clinical team. The MA is also responsible for maintaining safe, clean, and well-stocked patient care and clinical areas while assuring adherence to applicable policies and procedures.

### Summary of Primary Duties:

As an MA at Duke City Urgent Care, your day-to-day duties may include, but are not limited to, the various tasks below:

- Assist the nurse and paramedic in the management and observation of all patients in the clinic
- Clean patient care rooms, equipment and instruments; report equipment problems; order and store supplies; maintain appropriate PAR levels
- Assist nurses, paramedics, and providers with complex treatment procedures; perform routine treatment procedures as allowed based on policies and procedures
- Identify and assess patients presenting with clinical symptoms requiring additional intervention and promptly notify a nurse, paramedic and/or provider
- Provide oxygen therapy, I.V. setup, catheterization, suctioning; cardiac monitor application, and basic assessments under the supervision of RN, Paramedic or attending provider as requested
- Provide direct clinical services to patients including screening and identification, rehabilitative, and counseling services as directed by RN, Paramedic, or attending provider
- Complete wound care process according to medical protocol under the direct supervision of RN, Paramedic or attending provider
- Follow patient safety-related policies, procedures and protocols
- Demonstrate proactive approach to patient and staff safety by seeking opportunities to improve safety through questioning of current policies and processes
- Transport patients, collect, label and transport specimens, equipment, and supplies
- Identify and report/correct environmental conditions and/or situations that may put a patient at undue risk
- Assist with the provision of administrative support in regards to equipment maintenance, calibration, and statistical data compilation

**Education Requirements:**

High School Diploma or GED equivalent

**Experience Requirements:**

- 2 years directly related experience preferred

**Required Licensures/Certifications:**

- Current Emergency Medical Technician Intermediate / Emergency Medical Technician Basic
- CPR Certification for Healthcare/BLS Providers for Professional Rescuer

**Preferred Licensures/Certifications:**

- Nationally Registered EMT-I / EMT-B License
- Professional licensure as appropriate to the clinical objectives of Duke City Urgent Care

**Physical Demands Requirements:**

- Heavy Work: Exerting 50 to 100 pounds of force occasionally, and/or 25 to 50 pounds of force frequently, and/or 10 to 20 pounds of force constantly to move objects or people. Physical Demand requirements are in excess of those for Medium Work

**Behavioral Demands/Requirements:**

- Must have the appropriate level of behavioral maturity and patience in handling patients.
- Must have the diplomacy and tact in handling difficult and irate patients
- Very good interpersonal relationship skills and can work and relate well with co-employees, patients and customers
- Outstanding communication skills and persuasiveness, specifically the ability to communicate instructions and procedures for treatments, keeping and giving the patients a desired level of comfort and confidence
- Must have strong sensitivity to the needs and anxieties of patients and the ability to motivate patients to undergo treatments and/or procedures
- Strong ethics and a high level of personal and professional integrity

**Testing Requirements:**

- Tuberculin Skin Test required annually