



## **Job Description: Office Nurse/Medical Assistant**

**Job Title:** Office Nurse/Medical Assistant

**General summary of duties:** The Office Nurse/Medical Assistant, under the supervision of the Office Manager, is responsible for assisting in the delivery of health care and patient care management.

**Position reports to:** Office Supervisor or Manager for nonmedical subjects; the Office Nurse/Medical Assistant will receive supervision from the physicians, advanced nurse practitioners or physician assistants

### **Job qualifications:**

*Education/training:* High school graduate or GED and current certification, if applicable

*Experience:*

- One year medical experience in a physician's office or equivalent combination of training and experience preferred; will train a highly-motivated new graduate

*Skills:*

- Knowledge of medical practice and care
- Knowledge of examination, diagnostic and treatment room procedures
- Knowledge of medical equipment and instruments
- Knowledge of common safety hazards and precautions
- Ability to assist in a variety of common office procedures
- Ability to take vital signs
- Skill in developing and maintaining clinical quality assurance
- Skill in identifying and resolving problems
- Ability to maintain records and record test results
- Ability to interpret, adapt and apply guidelines and procedures
- Ability to use good reasoning and judgment and react calmly in emergency situations
- Ability to establish and maintain effective working relationships with patients, medical staff, coworkers and the public
- Ability to read, write and communicate effectively orally and in writing
- Knowledge of basic arithmetic
- Proficiency in the operation of a computer keyboard

*Physical abilities:*

- Stand for extended periods of time; push, pull and reach; occasionally bend, sit, stoop and stretch
- Have full range of body motion, including handling and lifting of patients
- Have the hand-eye coordination and manual dexterity needed to operate a keyboard, photocopier, telephone, calculator and medical equipment (e.g. EKG machine, glucometer)
- Have a normal range of hearing and eyesight to record, prepare and communicate appropriate reports; specific vision requirements: close vision, distance vision, color vision, peripheral vision, depth perception and the ability to focus
- Occasionally lift and carry up to 20 pounds

- Occasionally relocate to other jobs or office locations
- Maintain professional certification
- Maintain a current and valid driver's license

*Note:* The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

**Duties and responsibilities:**

- Performs selected nursing and administrative duties, and assists physicians as part of the clinical care team
- Conducts pre-visit planning by reviewing and updating patient charts prior to appointment with recent test results and correspondence and determines needed services per practice protocol
- Confers with physician regarding any incomplete patient tests/consults or other incomplete orders prior to patient visit
- Prepares patients for examination and treatment by escorting them from the waiting area to the exam room and taking histories and vital signs
- Prepares, cleans and maintains exam and treatment rooms
- Gives injections and draws blood; assists with EKGs, OB/GYN exams and office procedures as needed; and provides other patient care services as directed by the physicians
- Maintains sample medication records, administers medication upon physician order and responds to medication requests per practice protocol
- Prepares and maintains clinical supplies and equipment
- Triage and responds to patient communications within practice policy
- Assists with scheduling tests and treatments, precertifying patients for hospital care and/or procedures, and processing referrals to other providers
- Coordinates care with disease management or case management programs as needed
- Contributes to the development of policies and procedures
- Participates in professional development activities and maintains professional affiliations
- Creates, maintains, copies and files patient files, records and other information as needed
- Compiles and condenses technical and statistical data for reports and records
- Maintains strict confidentiality
- Treats staff, physicians, visitors and patients with dignity and respect
- Performs other related work as required

**Work environment:**

The work of this position is performed in an environmentally controlled office environment. The position requires the ability to work under pressure and with a diverse population, including staff, physicians, clients, patients, insurance companies and other members of the public on a regular basis. The position may cause frequent exposure to communicable diseases, bodily fluids, toxic substances, ionizing radiation, medicinal preparations and other conditions common to a clinical environment.