



CLASS SPECIFICATION FOR:

## Medical Assistant Specialist

### General Statement of Duties:

Performs highly responsible clinical duties and administrative responsibilities in an employee health clinic setting under the direction of licensed medical or nurse practitioner; creates and maintains electronic health records; assists with the health educational efforts; performs related duties as assigned.

### Distinguishing Features of Class:

An incumbent in this job classification is responsible for the preparation and processing of employees for clinic visits and testing to include room and equipment set-up; assisting in the provision of primary clinical services; assisting with or provides direct care, screening, monitoring, diagnostic and occupational testing of employees as a part of the occupational health team under the direction of the licensed Nurse Practitioner; creates and maintains confidential employee electronic health records in accordance with all applicable regulations; assists with employee health educational efforts and communications initiated by the employee health clinic and in partnership with the Department's Fitness and Wellness Division and other County health initiatives. An incumbent provides primary occupational health related services (direct patient care, monitoring and testing) within clearly defined licensure regulations with minimum supervision as directed by a licensed medical or nurse practitioner; refers all unusual or complex situations to the supervisor. Requires excellent discretion and situational judgment to ensure appropriate actions have been taken to safeguard employees utilizing clinic services.

### Examples of Assigned Duties *(illustrative of the types and scope of duties and responsibilities assigned to positions in this class):*

- Accurately interviews patients for medical histories prior to the provision of services, performs patient preparation and screening procedures which may include measuring height and weight; drawing blood by finger prick or venipuncture; and taking blood pressure readings;
- Prepares specimens for laboratory analysis and testing in accordance with applicable requirements;
- Obtains necessary training and certifications to independently conduct employee testing including hearing, vision and pulmonary function tests as well as performing TB tests and other required employment-related testing as assigned;
- Provides non-invasive patient care as directed;
- Administers blood draws and courtesy injections as directed;
- Administers employment related drug testing program for the clinic coordinating with the clinic staff, department contacts, employees and drug test site to ensure compliance and tracking of results, including test failure notifications;
- May perform electrocardiogram (EKG) and pulmonary function tests;
- Prepares the clinic's examination rooms for treatment of patients;
- Creates and maintains electronic, and paper as appropriate, medical healthcare records, including all related scanning;
- Accurately and proficiently performs tests that provide a basis for a licensed medical or nurse practitioner to make a diagnosis of health status or fitness for duty determination;
- Maintains the health education materials available at the employee health clinic and prepares materials and presentations on health related topics as needed;
- Serves as the clinic's Medcat system administrator to include coordinating service and upgrades with the vendor and training clinic staff on the use of the system for electronic health records, drug testing, maintaining and reporting on medical requirements such as vaccinations and other patient specific care items;
- Calibrates and maintains a variety of testing and screening equipment in accordance with manufacturers' specifications and coordinates appointments with vendors as needed for repairs and service;
- Maintains clinic's medical and testing supplies in a cost effective manner, including obtaining best prices, reconciling invoices, and ensuring accuracy of invoices, and ensures all required supplies are readily available when needed;
- Assists with the efficient scheduling of the clinic's patients and services;
- Assists with special health screening and monitoring projects in coordination with other Countywide health initiatives;
- Assists with audits and compliance inspections;
- May assist with County agencies and service providers to facilitate case coordination and information sharing;
- Participates in the development, revision and maintenance of clinic and patient care/testing policies and procedures;
- Trains and assists the office support staff as needed;
- Performs other duties as assigned.



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### Required Knowledge, Skills and Abilities:

Sound knowledge of nursing and nursing assistance skills gained through an accredited Medical Assistant program; accurate command of medical terminology and sound knowledge of medical conditions and procedures including laboratory tests and procedures; sound knowledge of the management of medical records; good physical assessment and triage skills; considerable knowledge of first aid skills, CPR skills, universal precautions for communicable diseases and blood borne pathogens; skilled in the accurate use of specialized medical and testing equipment such as EKG, Titmus Vision Screener, Audiometer, and Spirometer with ability to consistently produce accurate results and obtain user/testing certification as required; ability to accurately and consistently take and record patient vital signs; excellent venipuncture skills; ability to collect and test samples, and to collect and prepare samples for lab testing, in accordance with all applicable requirements; thorough understanding of the clinic's operations, policies, practices and procedures with ability to proactively identify options for improving accuracy and efficiencies in own duties and clinic's operation; critical thinking and problem solving skills with the ability to effectively and appropriately solve problems; good patient education skills; strong oral and written communication skills with the ability to express ideas clearly and concisely, orally and in writing, to a diverse employee group utilizing the services of the occupational health clinic; ability to research, collect and maintain data and records electronically as well as paper records as needed; ability to consider and weigh a variety of factors in making decisions or recommendations; excellent interpersonal skills with the ability to establish rapport with clinic patients and maintain a good working relationship with all levels of County employees and various medical equipment vendors and suppliers; ability to effectively manage heavy workloads and competing priorities effectively to achieve required outcomes; ability to systematically compile data and provide detailed reports; strong computer skills with ability to use computer and typical business software, proprietary software, applications for maintaining records in assignment-specific databases; physical condition that permits the activities necessary in and inherent to the performing all assigned duties; personal accountability including teamwork and establishing and maintaining positive relationships with employees and various other internal and external stakeholders; ability to work independently; excellent customer service skills; tact; and courtesy. Must be able to positively and appropriately represent the clinic and County in all interactions. Requires ability to work a flexible schedule with the ability to travel to various locations Countywide.

### Minimum Education and Experience:

- Education: Graduate from an accredited Medical Assistant program required, with two (2) year degree in relevant field such as healthcare administration preferred;
- Experience: Three (3) years of relevant clinical experience as a Medical Assistant including experience creating and maintaining electronic health records;
- OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- Require valid driver's license to provide services and support to employees at locations Countywide.
- Possession of current certification by the American Association of Medical Assistants as a Certified Medical Assistant by the Commonwealth of Virginia.
- CPR Certification or the ability to obtain certification within a prescribed period of time.
- First Aid Training and Certification or the ability to obtain certification within a prescribed period of time.
- May require additional certifications to facilitate the day-to-day operation of clinic and testing needs.