

**EAST TEXAS COMMUNITY HEALTH SERVICES, INC. (ETCHSI)
JOB DESCRIPTION**

Position: Medical Assistant / Translator

**Reports To: SITE MANAGER for Policy/Procedures/Coordination of Fringes
POD LVN for Coordination of Direct Patient Care Services**

POSITION SUMMARY: Performs various direct patient care activities, treatments, related non-professional services and duties assigned that are necessary in caring for the personal safety and comfort of patients. Assists providers, physicians, nurses, and other medical staff by performing administrative and clinical duties within the scope of employment as credentialed and privileged under ETCHS' current CPI process.

ESSENTIAL FUNCTIONS:

Clinical:

1. Interacts with ETCHSI personnel, nurses and assists providers to ensure optimal patient care; clarifies instructions as needed.
2. Assists in providing quality care in a manner appropriate to the age of the patient being served according to ETCHSI policy and procedures while providing privacy to patients.
3. Escort patients to exam rooms, interviews patients, obtains patient medical history, vital signs, and prepares chart for clinician visits. Maintains accurate and complete records reflecting care rendered; i.e., patient's medical record, logs and encounter form.
4. Ensures all related reports, labs, and information is filled out and available in patients' medical records prior to their appointment.
5. Performs routine screening tests such as height and weight measurements and blood pressure checks.
6. Identifies and responds promptly to changes in patient's condition and/or clinic environment.
7. Maintains work areas and exam rooms in a clean and orderly fashion. Disinfects, cleans treatment rooms following patient examinations.
8. Maintains cost control of patient supplies by eliminating excessive waste. Keeps supplies ready by inventorying stock; requesting purchases and verifying receipt.
9. Organizes job duties and takes initiative in resolving problems/conflicts which enables timely completion of quality work.
10. Has knowledge of medical terminology and uses appropriate abbreviations.
11. Administers all medications accurately using the five (5) rights, documenting medications according to ETCHSI policy and procedures.
12. Performs all laboratory functions upon completion of laboratory skill assessment.
 - a. Performs lab procedures as ordered by clinic providers.
 - b. Maintains a clean, well-stocked lab area, as assigned.
13. Uses proper telephone etiquette.
14. Does not make or receive excessive personal calls.
15. If bilingual, translates in Spanish between non-Spanish speaking staff and Spanish speaking patients as requested.
16. Schedules follow-up appointments for patients.
17. Performs a variety of clerical functions; i.e., copying and compiling packets of forms, and education materials
18. Performs all other duties as assigned.

19. If bilingual, translates in Spanish between non-Spanish speaking staff and Spanish speaking patients as requested.

GENERAL ENTITY EXPECTATIONS OF STAFF MEMBERS:

1. Abides by the Code of Conduct and supports the Mission, Vision and Values of ETCHS
2. Maintains confidentiality of patients and provides services in a professional manner. Agrees to protect the confidential information that will be disclosed during employment by the organization/administration
3. Exhibits and promotes positive relationships by showing consideration and respect for patients, visitors, and other ETCHSI personnel along with being cheerful, courteous and responsive.
4. Maintains professional and neat appearance with regular hygienic habits to prevent work place offensiveness.
5. Exhibits cleanliness and orderliness in personal and work habits. Maintains safe, secure and health work environment by limiting food and drink in patient service areas
6. Follows appropriate chain of command.
7. Is responsible for personal growth and professional development. Identifies and meets educational needs for self.
8. Is receptive to guidance and constructive criticism.
9. Attends ETCHSI educational programs.
10. Attends and participates in staff meetings.
11. Demonstrates a willingness to participate and follow through with special projects and committees.
12. Abides by ETCHSI attendance policy and established procedures for notification in case of absence.
13. Takes initiative in resolving problems and conflicts.
14. Assists in maintaining a safe, secure and aseptic environment for all patients and employees.
15. Adheres to regulatory agency requirements with respect to infectious disease and hazardous materials.
16. Is familiar with and abides by OSHA Standards, Hazardous Materials, Universal Precautions, use of personal protective equipment, Evacuation, Fire, Disaster, and Safety Plans.
17. Uses appropriate body mechanics and follows safety procedures.
18. Obtains annual TB test and attends Safety Recertification annually.
19. Completes Incident Reports within 24 hours of incident and turns them in to the Safety Officer.

EDUCATION: High school graduate or equivalent. Prefer certification as a Medical Assistant.

SKILLS:

Must have good communication skills. Must be able to understand moderately complex written and/or oral instructions and maintain working relationships with other employees. Experience giving injections and oral medications preferred. Must have the ability to react calmly in an emergency situation. Requires the ability to distinguish letters or symbols. Requires the use of various pieces of medical equipment. Requires the use of office equipment such as but not limited to computer, telephones, fax machine and copiers. Bilingual (English/Spanish) a plus.

LICENSURE: Maintains certifications and all trainings as required by ETCHS' credentialing/privileging process.

TYPICAL PHYSICAL DEMANDS:

Requires full range of body motion including handling and lifting patients, manual and finger dexterity and eye/hand coordination. Requires standing and walking for extensive periods of time. Requires working under stressful conditions or working irregular hours. Requires frequent exposure to medicinal preparations and other conditions common to a Clinic environment.

OSHA CLASSIFICATION: I

FLSA CATEGORY: Non-exempt

JOB CLASS CATEGORY: ETCHS Current Wage Scale for TWC SOC 31-9092

ETCHSI reserves the right to revise or change job duties and responsibilities as the business need arises. In compliance with EEOC 29 CFR Part 1630, if the essential functions of this position cannot be performed in a satisfactory manner by the employee, further accommodations shall be made if it does not ns und ardships upon this organization.