

REPORTS TO:	Director of Clinics
REVISED:	04/2014, 05/2018, 09/2021
	See current organizational chart for oversight/administrative support information

PRIMARY FUNCTION:

Responsible for ***Advancing Exceptional Care*** by prioritizing Safety and Quality in every aspect of patient care. This role is committed to fulfilling essential duties that enhance patient outcomes, operational efficiency, and overall healthcare standards, ensuring all actions align with the philosophy, goals, and objectives of **Clarinda Regional Health Center (CRHC)**. By maintaining the highest level of care, this position supports CRHC’s dedication to fostering a safe, compassionate, and high-quality healthcare environment for our patients and community.

QUALIFICATIONS

Education and/or Experience

- Graduate from an approved Medical Assistant program

Certificates, Licensure, Registrations

- Current Medical Assistant certification in State of Iowa
- For job-specific certifications refer to the [Education Certification Requirements by Job Category](#): Clinical Staff

WORK SCHEDULE & SHIFT REQUIREMENTS:

The facility operates 24/7; however, work schedules may vary based on departmental needs to ensure the highest standard of patient care and operational efficiency. Flexibility will be expected.

- Weekend and Holiday rotation as needed.
- Eligible for shift differentials where applicable.
- Position is classified as non-exempt and eligible for overtime in accordance with labor laws.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS:

This position involves a combination of physical activities necessary to perform essential job functions effectively. The employee should be able to:

- **Sit, stand, and walk** for varying lengths of time throughout the workday.
- **Lift, push, pull, or carry** light to moderate loads, with assistance available for heavier items.
- **Use fine motor skills**, including grasping, reaching, and handling equipment or materials as needed.
- **Perform routine movements**, such as typing, writing, or handling supplies.
- **Bend, stoop, kneel, or crouch** occasionally for job-related tasks.
- **See and hear** well enough to read documents, operate equipment, and communicate effectively.
- **Work in a dynamic environment**, adapting to occasional changes in pace or setting.

Reasonable accommodations will be considered to support individuals in performing essential job functions.

ESSENTIAL JOB DUTIES & RESPONSIBILITIES

At CRHC, our core values—**Compassion, Advancing, Relationships,** and **Exceptional**—are at the heart of everything we do. These values drive our commitment to **Advancing Exceptional Care**, ensuring that we provide the highest quality care to our patients while supporting and empowering our team members. We believe in creating a compassionate environment where relationships are nurtured, collaboration is encouraged, and excellence is expected.

As a member of our team, you will embody these values in your daily work by:

- **Compassion:** Demonstrating empathy and kindness in every interaction, recognizing the unique needs of our patients and colleagues.
- **Advancing:** Embracing innovation, continuous learning, and striving for improvement in all aspects of patient care and team collaboration.
- **Relationships:** Building trust through open communication and teamwork, fostering a supportive atmosphere that prioritizes respect and understanding.
- **Exceptional:** Holding yourself to the highest standards, delivering superior care, and contributing to a culture of excellence that impacts both patients and colleagues.

Performs admission and assessment activities for each patient prior to being seen by the clinic provider according to the reason for the visit.

- Follows admissions and assessment guidelines check list (full set of vitals). Completes computer admission process.
- Documents allergies and type of reaction.
- Conducts applicable assessments effectively. (age appropriate).
- Recognizes any deviation from normal and reports to the Provider.
- Reviews and updates medication list at each visit.
- Maintains patient flow from waiting area to exam rooms and keeps patients informed of unexpected waits.

Assists provider during clinic in accordance within medical assistant scope of practice. This includes, but not limited to:

- Collects and prepares specimens for lab tests.
- Handles instruments.
- Preps patients for procedures.
- Prepares patient information for clinic chart.
- Performs treatments, including childhood/adult immunizations.
- Provides patient teaching as needed during clinic visit including family or significant other as indicated.
- Enters Provider orders into the computer system, as needed.

Performs radiographic procedures of the chest, spine, extremities, and shoulders utilizing ionizing radiation for radiographic diagnosis.

- Properly positions the patient for optimal results.
- Utilizes radiation exposure reduction techniques such as proper collimation and lead shielding to minimize radiation exposure to patients and staff.
- Wears personal radiation monitoring device daily.

Performs emergency treatment as required in accordance with Medical Assistant scope of practice.

- Initiates or assists in patient care in an effective and responsive manner as each situation requires.
- Triage each emergency situation appropriately and involves other resources as appropriate.
- Follows emergency policies, procedures and protocols in an effective manner.

Performs and maintains documentation.

- Documents accurate current assessment of patient status that reflects interim history, chief complaint, present history and complete vitals.
- Documentation of Medication List is kept current.
- Documentation of communication to patient is complete.
- Documentation of communication from others regarding patient is complete.

Communicates effectively.

- Calls patients with reports in a timely manner and explains the results to patients as directed by provider.
- Communicates and collaborates effectively with other health team members regarding patient situations, satisfaction needs, and recommendations for meeting identified outcomes.
- Identifies and recognizes abnormal symptoms/changes in patient condition and appropriately reports condition to medical provider.
- Triage incoming calls from patients and obtains a full report for the provider.
- Reports deviation from normal.

Promotes and ensures patient safety in performance of all responsibilities.

- Administers treatments and procedures in a timely and safe manner according to physician orders and nursing policy.
- Demonstrates proficient technical/clinical skills and operational knowledge of equipment on unit.
- Informs and involves Clinic Director regarding patient care issues in a timely and appropriate manner.
- Utilizes proper body mechanics, transfer/lifting techniques and appropriate equipment to minimize fall risk to patient and injury to self.

Quality Program Participation

- Actively participates in CRHC's Quality Program, committees, performance improvement initiatives, and operational support activities.
- Demonstrates a commitment to Quality Improvement (QI) practices.
- Regularly attends Department huddles.
- Completes tasks as outlined on the Department Huddle Board.

Other Responsibilities

- Performs additional duties as assigned to support the strategic initiatives of CRHC.

ESSENTIAL FUNCTION FORM

In compliance with the Americans with Disabilities Act, we are requesting that you read the job description and answer the following question. If you would like assistance with this process, please ask Human Resources.

Can you perform the essential functions of the position with or without reasonable accommodations?

YES

NO

Name (please print): _____

Signature: _____ Date: _____