

Cayuga Medical Associates
Job Description

Job Title: Medical Assistant

Purpose: The Medical Assistant supports the physicians and/or mid-level providers in the practice with clinical activities and direct patient care. The medical assistant may also assist in appointment scheduling and other related activities for optimal patient service.

Reports to: the Office Manager, Practice Manager or Clinical Supervisor, as per each practice structure.

CMA Pledge to Service Excellence:

All CMA employees are required to display the following cornerstones in representing themselves as an employee of Cayuga Medical Associates:

- *Patient- Centered Excellence:* We will provide exceptional and compassionate care, one patient at a time.
- *Teamwork:* We will work together as a cohesive team.
- *Safety:* We will maintain a safe, clean, and welcoming environment.
- *Respect:* We will maintain a respectful and peaceful atmosphere.
- *Professionalism:* We will act in a professional and positive manner.

Essential Job Functions: (Under the direction of the physician or nurse manager, RN)

- Performs clinical duties in accordance with the scope of training and in accordance with NYS laws and regulations.
- Carries out all assigned clinical procedures for the comfort and well-being of patients, per practice protocol.
- Takes and records patient's vital signs.
- Prepares exam rooms and sterilizes equipment and supplies per protocols.
- Assists physicians/providers with procedures, patient care and/or scheduling.
- Provides call management for physicians/providers with regard to clinical questions, prescription refills, test results and other patient calls per practice protocols.
- Prepares patient's record for visit, as directed by physician/provider.
- Participates in scheduled team meetings to discuss /clarify roles, responsibility, processes, and patient issues
- Participates in quality improvement activities and committees, as requested.

In a PCMH practice such as Internal Medicine, the RN provides the call management for the providers, with the regard to clinical questions.

Knowledge, skills and requirements

- Demonstrated clinical competency
- Knowledge of medical terminology
- Knowledge of the practice management system, EMR and scheduling protocols
- Basic keyboard skill
- Excellent written and verbal communication skills
- High level of accuracy in performing responsibilities
- Exceptional service attitude and communication style
- Professional appearance and demeanor

The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of responsibilities, duties and skills required for successful performance of this role. You may be asked to work in another department on occasion if staff shortages occur and if your home practice has the ability to float a staff member from one department to cover another.

Physical requirements:

- Standing-- 70%
- Sitting-- 30%
- Reaching-- 80%
- Bending-- 50%
- Lifting – must be able to lift 40 lb.

Working environment:

- Pleasant conditions; comfortable indoor climate with suitable equipment and tools to carry out the responsibilities of the job.
- Persons in this job may be exposed to communicable disease through patient care and interaction.

I have reviewed the above job description and accept this position with the acknowledgement that I am willing and able to meet all requirements and expectations.

Employee Signature

Date

Print Name