

COUNTY OF SOLANO
CLASS SPECIFICATION
MEDICAL ASSISTANT, LEAD
Effective Date: 6/13/2012

CLASS SUMMARY:

The Medical Assistant, Lead, provides lead guidance to Medical Assistants and student interns.

DISTINGUISHING CHARACTERISTICS:

This class is distinguished from the:

Medical Assistant class which provides technical support services to physician or other licensed medical professionals in a primary care and/or family health care clinic and assists medical staff by performing routine preliminary preparatory and follow-up tasks prior to and after the patient examination/visit.

Clinic Registered Nurse, Senior, class which coordinates the operational activities of public health clinics and provides nursing services in a clinical environment and provides general administrative support to clinic operations.

ESSENTIAL DUTIES: This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Performs lead worker duties over Medical Assistants and student interns such as:
 - providing on-the-job training and ensuring staff receive required or needed formal training;
 - assigning staff to clinics as needed (for example, to accommodate absences or work surges and during staffing shortages or emergencies) so that clinic flow, customer service and patient care are not compromised;
 - passing on instructions received from supervisor and getting work started;
 - distributing work, such as reminder calls to patients, among staff;
 - reviewing work of assigned crew and providing input on performance to supervisor;
 - ensuring accuracy and timeliness of timesheets; monitoring leave schedules;
 - conducting monthly meetings; and
 - ensuring work is performed safely and efficiently.
- Assists supervisor by performing duties such as:
 - monitoring provider schedules and schedule discrepancies;
 - reviewing unpaid claims and recommending corrective action;
 - ensuring patients receive annual notices of medical screenings; and
 - monitoring medicine supply closets for expired medicines.
- Orders, tracks, and monitors supplies and returns.
- Performs the same duties as the work led, such as:
 - assisting physicians and professional medical personnel in providing outpatient services to patients;
 - maintaining flow of patients to medical staff for examination and assuring all lab work is properly handled, identified, labeled, dated, and submitted to appropriate laboratory;

- ensuring the physician is advised of patients' test results on return from laboratory;
 - cleaning up the examination room after each patient visit, to include the proper disposal of hazardous waste;
 - setting up equipment in examination rooms so that all equipment is available for use based on the procedure or purpose of the patient examination;
 - obtaining patients charts and reviewing the purpose of the visit in order to prepare for the patient's medical examination;
 - assisting professional medical personnel during medical examinations;
 - performing routine blood and urine collections; preparing lab slips, syringes, culture plates and specimens; cleaning and sterilizing equipment and instruments;
 - communicating with patients and others on the phone and in person;
 - reviewing referrals from other programs and contacting potential clients to explain services;
 - providing information about program operations and/or the need for medical follow-up on diagnosis and/or treatment of suspected conditions as specified by the medical professional;
 - performing laboratory work including but not limited to phlebotomy, venipuncture and injection administration;
 - performing electrocardiograms (EKG), X-rays, and spirometry tests; and
 - operating and maintaining a mobile Medical Van.
- Performs other duties of a similar nature or level as assigned.

EDUCATION, TRAINING, AND/OR EXPERIENCE:

One (1) year of experience performing duties comparable to the County of Solano class of Medical Assistant.

LICENSING/CERTIFICATION REQUIREMENTS:

- California Driver's License, Class C
- Possession of a valid Medical Assistant certificate issued by an accredited college or institution. Curriculum must have included training in laboratory drawing of blood and collection of other specimens, venipuncture, injection administration, and performing Electrocardiograms (EKGs) and/or X-ray procedures including chest X-rays (CXR) and extremities.
- Possession of a valid Phlebotomy Certificate
- Possession of a valid CPR Certificate

REQUIRED KNOWLEDGE AND SKILLS:

Knowledge of:

- Techniques in leading staff
- Clinic operations to include patient scheduling and provider needs
- Medical terminology particularly basic anatomy, physiology, and pharmacology
- Charting techniques
- Course of disease
- Mode of transmission as well as preventive health care techniques
- Patient record maintenance techniques
- Medical office procedures and organization including presentation of data from files for proper billing of individuals and insurance providers
- Oral and written communications
- Standard office procedures, practices, equipment, personal computers, and software
- Customer service principles

Skills in:

- Providing lead direction to Medical Assistants and student interns
- Training and mentoring Medical Assistants and student interns
- Communicating orally and in writing with staff, patients, medical providers, etc.
- Utilizing office equipment such as computers and copiers
- Operating various medical and laboratory tools and equipment such as oxygen tanks and pulse oximeters
- Interviewing clients to obtain health histories and financial information
- Obtaining vital signs including blood pressure, pulse, temperature and respiration
- Collecting and properly handling specimens
- Reading, understanding and maintaining medical charts, medical test results and treatment instructions
- Setting up and cleaning medical equipment and instruments
- Maintaining confidentiality of information
- Receiving and interpreting directions from supervisor, physicians and other medical professionals and properly interpreting instructions to patients
- Providing patient referrals and explanation of diagnosis

ADA REQUIREMENTS:

Positions in this class typically require stooping, kneeling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing and repetitive motion.

Medium Work: Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or a up to 10 pounds of force constantly to move objects.

OTHER REQUIREMENTS:

- May be subject to fumes, odors, blood and other bodily fluids, communicable diseases, and threatening environments including disruptive or aggressive behaviors from others
- May require shift and holiday work
- Independent travel required

Class History Information:

Approved by the CSC: 6/13/12