



MEDICAL ASSISTANT II

LOCATION/DEPARTMENT: Back Office

DATE DEVELOPED: 9/27/2012

DATE OF THIS REVISION: 02/27/14

REPORTS TO: Lead Medical Assistant

SUPERVISORY RESPONSIBILITIES:

STATUS: Non-exempt

No supervisory responsibilities.

GENERAL SUMMARY: The medical assistant is responsible for performing routine administrative and clinical tasks to keep the offices of physicians, physician assistants and other health practitioners running smoothly. Providing accurate and complete information to patients so they can fully utilize and benefit from the clinic services. The medical assistant builds positive and professional relationships with patients of the practice and with other staff of Colorado Springs Orthopaedic Group.

ESSENTIAL FUNCTIONS: Core duties include the following, but are not limited to:

- Schedules and coordinates resources regarding clinic appointments, follow up appointments, pre-op or post op appointments.
- Interacts with patients in a prompt, pleasant and helpful manner.
- Answers patient questions regarding appointments, testing and surgery. If a question cannot be answered by the medical assistant, questions should be forwarded to the treating physician.
- Documents patient care services by charting in patient records.
- Answers telephone calls, responds to all voice mails, takes messages and provides appropriate information to callers.
- Fulfills patient care responsibilities as assigned by physician to include but not limited to: rooming patients, organizing patient flow, checking schedules, assisting patients as needed for walking, transfers, dressing, preparing patients for exams with physician, collecting patient history, performing appropriate screening per physician guidelines
- Assisting physician with injections, casing, removal of casting or splints and other various procedures, as needed or directed.
- Protects patients and employees by adhering to infection-control policies and protocols.
- Sets up and cleans equipment or instruments according to departmental protocol.
- Orders, sorts, stocks and restocks medical supplies in exam / procedure rooms.
- Respects and promotes patient rights.
- Responds appropriately to emergency codes.
- Contributes to team effort by conducting effective and appropriate communication and problem solving.
- Coverage for MA I when needed or directed.
- Maintains outgoing referrals
- Orders appropriate X-Ray's per provider protocol



- All other duties as assigned.

EDUCATION AND/OR EXPERIENCE: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Certificate from college or technical school; three to six months related experience and/or training;
- Certified; Registered with AMT
- Maintain current CPR certificate

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget.
- Technical Skills - Assesses own strengths and weaknesses; Shares expertise with others.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills - Focuses on solving conflict, not blaming; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Responds well to questions; Participates in meetings.
- Written Communication - Writes clearly and informatively; Able to read and interpret written information.
- Teamwork - Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Change Management - Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- Leadership - Exhibits confidence in self and others; Accepts feedback from others; Gives appropriate recognition to others.
- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Business Acumen - Understands business implications of decisions; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- Cost Consciousness - Works within approved budget; Develops and implements cost saving measures.
- Diversity - Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.
- Ethics - Treats people with respect; Keeps commitments; Works with integrity and ethically.
- Organizational Support - Follows policies and procedures.



- Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses,
- Judgment - Includes appropriate people in decision-making process; Makes timely decisions.
- Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles.
- Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions.
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative - Volunteers readily; Asks for and offers help when needed.

SKILLS:

- Knowledge of medical office procedures
- Knowledge of medical terminology and coding such as CPT and ICD codes
- Knowledge of HIPAA and OSHA guidelines
- Effective and efficient communication skills
- Superior customer service skills
- Time management skills and paying attention to detail
- Previous health care experience with an emphasis on orthopaedic practice is preferred
- Ability to project a pleasant and professional image
- Ability to demonstrate compassion and caring while dealing with patients

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl.

The employee must regularly lift and /or move up to 30 pounds and occasionally lift and/or move up to 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus

ENVIRONMENTAL WORKING CONDITIONS:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Employee Signature: _____

Date: _____

Employee Name (Printed): _____