



Job title	<i>Pediatric Medical Assistant</i>
Reports to	<i>Lead MA // Clinic Management</i>

Job purpose

Pediatric Medical Assistants are instrumental in maintaining orderliness and facilitating patient flow in the clinic. Pediatric MAs are also responsible for coordinating the movement of patients within the clinic by providing directions to patients assisting in ensuring their visits are low stress.

The role of the medical assistant includes assisting the pediatrician in preparing the patients by completing vital signs, asking pre-visit screening questions, pre-visit documentation, and ensuring that the pediatrician can see patients in the most productive manner possible.

Medical assistants also perform basic nursing skills such as drawing blood for labs, managing other specimens for testing, giving immunizations, and basic office duties such as answering phone calls and taking messages. The medical assistant may also get the required instruments and materials ready before treatment starts on a patient and place them where the pediatrician can easily access them during the treatment process.

Overall, the pediatric medical assistant is the vital glue that holds the medical team together, ensuring that all the gaps are covered so that both the providers and the patients have a valuable experience.

The Pediatric Medical Assistant assists the organization with any other duties, as assigned, to help drive our Vision, fulfill our Mission, and abide by our organization's Values.

Duties and Responsibilities

- Inform the pediatrician of the arrival of the patient to the clinic; also keep him/her informed of those waiting to see him/her
- Prepare treatment rooms for doctors for them to be able to address patients in a conducive environment
- Gather health history information from patients during the rooming process for use in filling the relevant forms patients need to complete
- Conduct tests and immunizations for patients in line with the pediatrician's instructions following all clinic protocols

- Give direction to patients who need to go to the lab to perform tests; take test results to the pediatrician
- Triage as indicated via protocol, assist other MA's, or get support from RN or Providers when appropriate
- Schedule urgent visits resulting from phone calls
- Keep all assigned areas of the clinic clean following clinic protocols
- Inspect clinic's equipment for damage and malfunctioning, to avoid setbacks during treatment procedures
- Document treatment activities in the clinic using the electronic record system
- File documents of patients' treatments for record purposes. This should be done by observing utmost confidentiality in respect of patients' privacy in line with the medical code of conduct guideline
- Read and be familiar with all clinic protocols
- If assigned: Coordinate clinic vaccines with VFC and Alert IIS programs and monitor inventory so we are stocked, and back-office staff is appropriately trained in giving vaccines
- If assigned: Monitor and order back-office supplies as needed so we are stocked
- If assigned: Coordinate needs of Behavioral Health providers and patients
- If assigned: Train new department employees with all aspects of the medical assistant job emphasizing clinic protocols

Qualifications

Qualifications include:

- Medical Assistant Certification: or have the ability and willingness to become certified within six months of the date of hire.
- Demonstrated skills assessing vital signs, providing direct patient care, managing time effectively, and practicing safety techniques.
- Demonstrated ability of positive interpersonal and communication skills with colleagues, patients, families, physicians, and the community.
- Keyboard skills and ability to navigate electronic equipment and systems applicable to job functions.
- Willingness to follow the values of "Teamwork;" "Family;" "Growth;" "Compassion;" and "Dedication;" daily.
- Bilingual (English and Spanish) Required
- High School Diploma or GED
- Experience with NextGen Medical EMR (Preferred)
- Prior Medical Assistant Experience (Preferred)
- Knowledge of HIPAA, Regulatory Compliance, and OSHA Standards
- Good Verbal and Written Communication Skills
- Organization and Prioritization Skills
- Ability to Multitask
- Superior Telephone Etiquette

Working conditions

Clinical treatment floor, well-lighted and ventilated. Exposure to communicable diseases.

Physical requirements

- Ability to lift, bend, stoop, reach, carry, push, pull and walk throughout the work period.
- Able to lift 35 lbs. independently.
- Complies with the safe patient mobilization policy when lifting or positioning dependent patients.
- Must be able to use all senses: seeing, hearing, touching, smelling, and speaking. Reasonable accommodations include corrective lenses and/or hearing aids.
- The work environment carries risk of exposure to human tissue/fluids and radiation.
- Must be able to deal with competing needs and priorities of internal and external customers, including making correct judgments regarding ensuring safe conditions for patients, families, and other personnel.
- Significant use of computers, copiers, multi-line phones, and fax.