



Career Service Authority
Medical Office Assistant

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GENERAL STATEMENT OF CLASS DUTIES

Teams with health care professionals to provide direct patient care to patients/clients in a clinic setting.

DISTINGUISHING CHARACTERISTICS

This class performs clinical and clerical duties for the Denver Hospital Authority. It is distinguished from the lower level Clinical Care Technician classification at the Denver Health Medical Center because Medical Office Assistants perform both invasive and non-invasive procedures, obtain basic phone triage information, and require specific certification in non-nursing technical health care fields.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the persons under stress or emergency conditions where an immediate service is rendered according to established procedures or instructions.

Level of Supervision Exercised:

May perform lead work on a job-by-job or rotating basis.

ESSENTIAL DUTIES

Provides for the safe delivery of patient care, in routine and emergency situations, within the scope of education and training, such as taking vital signs, starting oxygen, neurological status, circulation, mobility and sensation checks, and mental status.

Assists in the development and administration of patient care plans, performing continual assessment of plan and recommending proper changes to the plan.

Performs basic medical office procedures including thermal applications, sterile and non-sterile procedures, application of dressings, and screening tests.

Transcribes physician orders and documents in patient record.

Teaches patient/family personal care techniques which may include personal hygiene care, diabetes care, and care for other health conditions that may require specialized procedures to ensure personal health.

Assists physicians with examinations, procedures and other processes related to direct patient care. Maintains a safe, comfortable and therapeutic environment for patients/families in accordance with agency standards.

Performs selective clerical functions such as patient/client scheduling, patient registration, collection of money, and charge entry.

Maintains established departmental policies and procedures, quality improvement, safety, environmental and infection control standards.

Cooperates with other personnel to achieve departmental and interdepartmental objectives and maintain good employee relations.

Enhances professional growth and development through participation in educational programs, reviewing current literature, and attending in-service meetings and workshops.

Some positions may check patients in and out of clinics, maintain flow, perform lab tests or monitor laboratory values, make patient appointments, administer screening tests such as those for vision and hearing, and assume the role of patient advocacy.

Some positions may scrub and assist with surgical procedures.

Some positions administer medications and treatments which include preparing, starting, hanging and monitoring intravenous equipment.

Some positions assist in the orientation of new staff and others.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Technical Competence - Knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training or extensive on-the-job experience.

Negotiation - Works with others toward an agreement that may involve exchanging specific resources or resolving differences.

Decision Making - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

Leadership - Interacts with others to influence, motivate, and challenge them.

Self-Management - Sets well-defined and realistic personal goals; monitors progress and is motivated to achieve; manages own time and deals with stress effectively.

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Reasoning - Discovers or selects rules, principles, or relationships between facts and other information.

Flexibility - Adapts quickly to changes.

Customer Service - Works and communicates with clients and customers to satisfy their expectations. Committed to quality services.

Knowledge of patient care standards and patient care procedures sufficient to be able to perform assigned duties.

Skill in teaching patients in an instructive and supportive manner.

Skill in interpreting and applying written guidelines, precedents and work practices to standardized work situations or specific cases.

Physical Demands:

Balancing: Maintaining body equilibrium to prevent falling over.

Carrying: Transporting an object, usually by hand, arm or shoulder.

Crouching: Bending body downward and forward by bending legs.

Eye/Hand/Foot Coordination: Performing work through use of two or more.

Feeling: Perceiving attributes of objects by means of skin receptors.

Fingering: Picking, pinching or otherwise working with fingers.

Handling: Seizing, holding, grasping or otherwise working with hand(s).

Hearing: Perceiving the nature of sounds by ear.

Pulling: Exerting force on an object so that it is moving to the person.

Pushing: Exerting force on an object so that the object is away.

Reaching: Extending the hand(s) and arm(s) in any direction.

Repetitive Motions: Making frequent movements with a part of the body.

Standing: Remaining on one's feet in an upright position.

Stooping: Bending the body by bending the spine at the waist.
Talking: Expressing or exchanging ideas by means of spoken words.
Walking: Moving about on foot on uneven surfaces.
Lifting: Raising or lowering an object 25-50 pounds.

Working Environment:

Accommodation: Ability to adjust vision to bring objects into focus.
Depth Perception: Ability to judge distance and space relationships.
Far Acuity: Ability to see clearly at 20 feet or more.
Field of Vision: Ability to see peripherally.
Near Acuity: Ability to see clearly at 20 inches or less.
Mathematical Reasoning
Memorization
Oral Comprehension
Spatial Comprehension
Written Comprehension
Wet: Frequent contact with water or other liquid.
Contact with patients under a wide variety of circumstances (corpse).
Exposed to hazardous anesthetic agents, body fluids and wastes.
Exposed to hazards of handling diseased organs and tissues.
Exposed to infection from disease-bearing specimens.
Exposed to infections and contagious diseases.
Exposed to odors in kitchen and/or patient areas.
Exposed to patient elements.
Exposed to risk of bloodborne diseases.
Exposed to unpleasant elements (accidents, injuries and illness).
Handles emergency or crisis situations.
Subject to long, irregular hours.
Subject to many interruptions.
Subject to varying and unpredictable situations.

Education Requirement:

Possession of a certificate as an Emergency Medical Technician (must include 160 hours of externship), Medical Assistant, Military Corpsman (or C-91), Paramedic or Practical/Vocational Nurse.

Experience Requirement:

None.

Education/Experience Equivalency:

None.

Licensure and/or Certification:

Current CPR/BLS-C Certificate by the end of the probationary period PLUS annual proof of maintenance of certificate/licensure from the Colorado Department of Public Health and Environment for one of the following: Emergency Medical Technician, Medical Assistant, Military Corpsman (or C-91), Paramedic or Practical/Vocational Nursing (LPN/VPN License). Some positions may require either basic or expanded intravenous certification issued by the Colorado State Board of Nursing.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 12/01/96

REVISED DATE: 08/01/03

REVISED BY: Don Braden

CLASS HISTORY This is a revision of duty statements (no more telephone triage) and minimum qualifications for Medical Office Assistant.