

LANE COUNTY

B065B (Medical Assistant 1 - Bilingual)

Established: 7/24/06

Updated: 09/14/06

B060B (Medical Assistant 2 - Bilingual)

Updated: 4/15/05 (Previous title

(was Medical Assistant - Bilingual)

Updated: 09/14/06

**MEDICAL ASSISTANT 1 - Bilingual**

**MEDICAL ASSISTANT 2 - Bilingual**

DEFINITION

To perform delegated routine clinical and administrative duties within the supervising Physician's scope of practice; to assist healthcare provider team in the delivery of patient care in the clinic setting; to interact with patients, both in person and by phone; to provide outstanding customer services to patients, families and co-workers; and to perform related duties as assigned.

CLASS CHARACTERISTICS

Medical Assistant 1: This is the entry level class in the Medical Assistant series. This class is distinguished from the Medical Assistant 2 by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters related to established procedures and guidelines as are positions allocated to the 2 level.

Medical Assistant 2: This is the full journey level class within the Medical Assistant series. This class is distinguished from the Medical Assistant 1 by the assignment of the full range of duties assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and they are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and may be filled by advancement from the 1 level.

SUPERVISION RECEIVED AND EXERCISED

Medical Assistant 1

Receives supervision from assigned supervisory and management staff. May work under the technical and functional supervision of assigned professional staff.

Medical Assistant 2

Receives general supervision from assigned supervisory and management staff. May work under the technical and functional supervision of assigned professional staff.

SUPERVISION EXERCISED

Supervision of other employees is not a responsibility of positions in these classes.

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Medical Assistant 1 and 2 – Bilingual (continued)

EXAMPLES OF DUTIES: Duties may include, but are not limited to the following:

Assists Physician/provider in examination and treatment of patients. Works with Physician/provider and other staff to create and maintain effective flow of patients in the clinic. Gathers patient's chart, test results and other reports.

Interviews and documents clinical data from patients to assist the Physician/provider when he/she visits the patient. Observes/reports and records observation of abnormal signs or symptoms to Physician/provider. Obtains patient's history and takes vital signs; prepares, processes and delivers specimens.

Prepares treatment rooms for examination of patients. Drapes patients with covering and positions instruments and equipment. Hands instruments and materials to doctor as directed. Cleans and sterilizes instruments. Responsible for stocking and upkeep of exam rooms, and cleaning and sterilizing of equipment and instruments.

Inventories and orders medical supplies and materials. Disposes of contaminated or outdated supplies.

Under Physician direction and supervision, may administer certain injections, administer medications, or draw blood, as appropriate.

Performs a variety of basic laboratory and testing procedures and treatments as directed; changes dressings, cleans wounds, removes sutures, performs basic first aid.

May schedule appointments, greet patients, respond to telephone inquiries, process referrals and release of information forms, make referrals as directed by Physician/provider, and perform secretarial tasks.

May key patient and financial data into computer to maintain office and patient records, receive money for bills, complete insurance forms, compute and mail monthly statements to patients.

As authorized by Physician/provider, phones and faxes in drug refill approvals and new prescriptions to pharmacy.

Records, reviews and updates medical records and data, maintaining confidentiality; accurately documents medical care and follow-up.

Communicates with non-medical individuals regarding health issues, needed care and education as authorized by supervisor. Provides brochures/materials as directed. Reviews, maintains and orders resources and educational materials.

Obtains prior-authorizations as required. Calls medical facility or department to schedule patients for tests. Arranges for and tracks referrals as directed by Physician/provider.

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Medical Assistant 1 and 2 – Bilingual (continued)

EXAMPLES OF DUTIES: (con't)

Assists Physician/provider and other staff with determining appropriate action with urgent and emergent patient care.

Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles, practices and procedures of clinic patient care, and necessary equipment and supplies.

Methods and techniques to assist with primary medical care.

Principles and procedures of record keeping and recording.

Medical terminology and medical record documentation and confidentiality.

Medical insurance processes.

Laboratory techniques.

Clinical and diagnostic procedures.

Pharmaceutical principles and medication administration.

Principles and techniques of sanitation and sterilization.

First aid.

Ability to:

Understand, analyze and transmit information effectively; receive and act upon verbal and written information; learn assigned tasks quickly; anticipate patient and provider needs.

Prioritize work and practice time management to ensure timelines are met and the needs of multiple clients are addressed.

Maintain accurate records for medical charts and reports; develop and maintain professional, effective, working relationships with supervisors, peers and clients.

Ability to: (con't)

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Medical Assistant 1 and 2 – Bilingual (continued)

Communicate clearly and concisely, both orally and in writing.

Perform strenuous duties such as assisting patients with ambulation, positioning and range of motion and/or respond to emergency situations involving illness or accident.

Apply principles of aseptic technique and infection control.

Perform data entry and mathematical calculations as needed.

Work rotating shifts and days off.

Experience and Training:

Medical Assistant 1

Training:

Graduation from high school or equivalent; and

Graduation from an accredited Medical Office Assistant program.

Experience:

No Medical Assistant experience necessary.

Any combination of experience and training that provides the required knowledge and abilities is qualifying.

Special Requirements:

Current certification through a nationally recognized Medical Assistant certification program, and current CPR card and First Aid training.

Medical Assistant 2

Training:

Graduation from high school or equivalent; and

Graduation from an accredited Medical Office Assistant program

Experience:

One year of Medical Assistant experience.

Experience: (Medical Assistant 2 – con't)

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Medical Assistant 1 and 2 – Bilingual (continued)

Any combination of experience and training that provides the required knowledge and abilities is qualifying.

Special Requirements:

Current certification through a nationally recognized Medical Assistant certification program, and current CPR card and First Aid training.

Bilingual definition updated; approved 09/14/06 by HR Director.

Medical Assistant 1 – Bilingual designation approved 07/24/06 by HR Director.

Medical Assistant - Bilingual title changed to Medical Assistant 2 - Bilingual 04/15/05 by approval of HR Manager and County Administrator.

Medical Assistant - Bilingual designation approved 1/16/04.

**BILINGUAL “B”**

Bilingual designation is an adjunct classification.

Language: *Spanish*

DEFINITION:

To assist in providing bilingual communication with Limited English Proficient (LEP) persons. Individuals in these classifications do more than self-identify; they have successfully passed a test demonstrating proficiency in both English and the other language administered by the County. The need for the use of the second language in the performance of job duties in this classification has been identified.

EXAMPLES OF DUTIES:

In addition to the regular knowledge, skills, and abilities required of the employee's main classification, the bilingual duties of this adjunct classification may include, but are not limited to the following:

- Interpreting between English speakers and LEP persons.
- Orally translating documents
- Providing oral assistance
- Providing written assistance, including some written document translation

MINIMUM QUALIFICATIONS:

Knowledge of:

Both languages, demonstrating the ability to convey information in both languages quickly and accurately.

Ability to:

- Communicate clearly and concisely.
- Maintain confidentiality of communications.

EXPERIENCE AND TRAINING:

An equivalent combination of experience and training or demonstrated abilities qualifying the employee or applicant to perform the duties described herein. These skills and abilities may be acquired in various ways; i.e., education and/or bilingual or bicultural experiences.