



Wallowa County Health Care District

JOB TITLE: Clinic MA2 / CNAI / CNAII

FLSA STATUS: Non-Exempt - Union

DEPARTMENT: Wallowa Memorial Medical Clinic

DATE: January, 2023

REPORTS TO: Clinic Supervisor

APPROVED BY: Clinic Administrator

JOB SUMMARY:

Medical Assistant 2 (MA2)/Certified Nurse Assistant I (CNAI)/Certified Nurse Assistant II (CNAII) provide patient care in the office setting; provides premier care that meets the psychosocial, physical and general aspects of care; meets the communication needs of patient and family; provides premier care that reflects the mission of the District. This position is under the supervision of a Physician and clinic supervisor. Communicates with Physicians and team members about patient's clinical condition, including results of diagnostic studies and symptomatology.

MISSION, VISION & VALUES:

The successful candidate(s) must share and demonstrate through job performance (and will be evaluated on) the ability, willingness and successful application of support for the Mission, Vision and Values of the District:

Mission: To provide premier Health Care

Vision: To be a recognized leader in mission focus, quality care, and fiscal strength

Values: Compassion, Respect, Integrity, Quality, Stewardship, and Family

ESSENTIAL DUTIES & RESPONSIBILITIES:

Includes the following and other duties may be assigned. Nothing in this job description should be inferred to condone an employee acting out of their scope of license. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Provides direct patient care under the supervision of a Provider, RN and manager; evaluates outcomes and consults with other health team members as required.
- Provide direct patient service by updating medical histories and medication records.
- Under the direction and supervision of the medical provider or RN and per competency or licensure qualification, provide direct patient care such as, but not limited to: injections, immunizations, internal labs, catheter changes, ear irrigations, suture removal, dressing changes, and basic wound care.
- Completes prescription refill requests as directed by provider
- Places medical provider orders in EMR as appropriate and approved by provider.
- Sorts incoming mail and faxes, distributing to appropriate providers.
- Set up sterile trays and prepare rooms for procedures. Assist in sterilizing equipment and instruments and disposal of contaminated items.
- Monitor immunization records for adults and children to assure compliance with recommended immunization schedules. Report immunizations per State of Oregon reporting guidelines.
- Submit electronic charges for all nursing services performed at the provider's direction.
- Under the direction of the medical provider or RN, follow-up with patients to communicate test results or care instruction. Monitor and respond to patient requests via the patient portal, phone and email.
- Verify patient is current in Health maintenance of disease.
- Orders supplies as needed; replaces outdated products or worn out items by maintaining a current data base. Assure exam rooms are properly stocked with needed supplies.
- Accurately enters data in the patient's medical record. Documentation done in EMR compliant with Meaningful Use standards.
- Provides injections, collects laboratory samples and preforms ancillary testing as directed by the physician within the scope of practice of medical assistant.



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- Responds to calls from patients providing necessary information as directed by the provider or RN.
- Ability to assist nursing and medical staff with routine examinations and patient treatments; this includes neonate, pediatric, adolescent and geriatric patients and the general patient population.
- Notifies appropriate licensed personnel when patient complains of pain.
- Performs all aspects of patient care in an environment that optimizes patient safety and reduces the likelihood of medical/health care errors.
- Demonstrates knowledge of the principles of growth and development over the life span and the skills necessary to provide age appropriate care to the patients served.
- Ensures confidentiality of patient records and all communications.
- Medical and surgical asepsis is carried out during all patient care including treatments and special procedures. Maintains infection control standards for exam/procedure rooms; cleans, disinfects, changes linen etc.
- Communicates appropriately and clearly to coworkers, medical providers and office supervisor.
- Documentation and billing of all billable injections, medications and procedures are documented at end of visit or day of visit.
- Works to insure all clerical quality measures are current at each visit; has scheduled the patient for their preventative & health maintenance care visits.
- Demonstrates the ability to assist physicians with procedures and perform services requiring technical and manual skills under the direction of an RN/LPN and/or medical provider.
- Treats patients and their families with respect and dignity. Identifies and addresses psychosocial, cultural and ethnic and religious/spiritual needs of patients and family.
- Maintains established office policies and procedures, objectives, performance improvement program.
- Answers phone calls in a professional manner, directs calls appropriately; refers patient problems to office provider, schedules patient appointments.
- Completes annual education requirement; maintains regulatory requirements; represents the organization in a positive and professional manner in the community. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas
- Must have ability to pace work time, getting required work done and taking breaks as required.
- Maintain cooperative working relationship with medical providers, clinic staff, patients, other organizations and the public to provide premier patient care and customer service in a courteous manner.
- Provide assistance to other medical assistants/CNA I/CNA II or providers as workload and staffing levels dictate.
- Performs tasks associated with metric reports and regulatory standards i.e PCPCH, EOCCO, RHC.

CNA I or CNA II:

- Any duties falling within the CNA I or CNA II scope of practice not mentioned above directed by RN or provider.

QUALIFICATIONS & EXPERIENCE:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- High School Diploma or equivalent education is required.
- Graduate of an accredited Medical Assistant program or CNA program or equivalent training/certification or equivalent work experience preferred.
- Current BLS certification required for term of employment.
- Medical terminology preferred.
- Minimum 1-year experience in outpatient clinic or inpatient setting preferred.
- Ability to communicate effectively and work closely with all patients, physicians, clinic personnel, visitors, and



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outside agencies.

- Excellent verbal and written communication skills.
- Strong computer skills in EHR, Word, Excel and Outlook preferred.
- Knowledge of medical office procedures and methods.

CORE COMPETENCIES:

- Compassion – Welcomes, mentors and receives new team members. Shows concern for the welfare of others.
- Respect – Manages conflict with respect and dignity for others. Attempts to address issues before escalating.
- Integrity – Owns professional development and seeks self-development. Uses good judgment in resolving job problems. Generates and evaluates alternative solutions and makes effective and timely decisions.
- Quality - Pays close attention to detail. Strives to achieve excellence in all things.
- Family – Creates and participates in a team environment. Applies effective interpersonal and problem-solving skills when responding to coworkers, patients and visitors.

POSITION SPECIFIC COMPETENCIES:

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Actively looking for ways to help people.
- Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Time Management — Managing one's own time and the time of others. The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those that 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.

WCHCD CODE of CONDUCT & CONFIDENTIALITY STATEMENT:

As an employee of Wallowa County Health Care District (WCHCD) you must agree to abide by the following code of Conduct/Confidentiality Statement.



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I understand and agree that in the performance of my duties I must hold medical information in confidence. I understand that any violation of the confidentiality of medical information may result in punitive action. I will at all times protect the safety of our patient/residents understanding that they are our “customers” and the reason for our employment. I will avoid any and all personal conflicts of interest as it relates to my position at this facility. I agree to abide by the dress code for WCHCD. I will not use any of the assets of WCHCD for personal use. I will abide to all rules and regulations of the State of Oregon and the United States in relation to the operation of a medical facility. I will treat my co-workers at all times in a professional & courteous manner. I will strive to always work as a team player with my co-workers. I agree to report any perceived medical/facility operation noncompliance issues immediately through the compliance reporting process.

I have read and understand the above job description.

Employee Signature

Date