



Wallowa County Health Care District

JOB TITLE: Medical Assistant

FLSA STATUS: Non-Exempt - Union

DEPARTMENT: Wallowa Memorial Medical Clinic

DATE: August, 2025

REPORTS TO: Clinical Supervisor

APPROVED BY: Medical Clinic Executive

JOB SUMMARY:

Medical Assistants provide patient care in the office setting; provide premier care that meets the psychosocial, physical and general aspects of care; meet the communication needs of patient and family; provide premier care that reflects the mission of the District. This position is under the supervision of a provider and clinical supervisor. Medical Assistants communicate with providers and team members about patients' 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.

- Provide direct patient care under the supervision of a Provider, RN, and clinical supervisor; evaluate outcomes and consult with other health team members as required.
- Greet patients in a courteous and professional manner; escort patients to the exam rooms and prepare patients for examination and treatment as defined by the provider.
- Provide direct patient service by rooming patients, assisting patients in the exam room, recording vitals, and updating medical histories and medication records.
- Under the direction and supervision of the medical provider and per competency or licensure qualification, provide direct patient care such as, but not limited to: injections, immunizations, internal labs, ear irrigations, suture removal, dressing changes, and basic wound care.
- Set up sterile trays and prepare rooms for procedures.
- Monitor immunization records for adults and children to assure compliance with recommended immunization schedules.
- Report immunizations per State of Oregon reporting guidelines.
- Clean and straighten exam rooms daily and between patient visits.
- Ensure exam rooms are properly stocked with needed supplies.
- Assist with patient questionnaires and enter results in EMR.
- Accurately enter data in the patient's medical record.
- Ability to assist nursing and medical staff with routine examinations and patient treatments; this includes neonate, pediatric, adolescent, geriatric patients, and the general patient population.
- Ensure confidentiality of patient records and all communications.
- Notify appropriate licensed personnel when patient complains of pain.



Wallowa County Health Care District

- Perform all aspects of patient care in an environment that optimizes patient safety and reduces the likelihood of medical/health care errors.
- Medical and surgical asepsis is carried out during all patient care including treatments and special procedures. Maintain infection control standards for exam/procedure rooms; clean, disinfect, change linen etc.
- Ability to position and prep patients for office procedures.
- Communicate appropriately and clearly to coworkers, medical providers, RNs and office supervisors.
- Document electronic medical records (EMR) in compliance Meaningful Use Standards.
- Work to insure all clerical quality measures are current at each visit.
- Document and bill injections, medications and procedures no later than end of visit or day of visit.
- Demonstrate 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.
- Monitor and respond to patient requests as directed by provider via the patient portal, phone and email. This includes but not limited to; prescription requests, patient calls, patient advice requests, etc.
- Treat patients and their families with respect and dignity.
- Identify and address psychosocial, cultural, ethnic, and religious/spiritual needs of patients and family.
- Maintain established office policies and procedures, objectives and performance improvement program.
- Demonstrate the ability to be flexible, organized and function under intense situations.
- Complete annual education requirement; maintain regulatory requirements; represent 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 of responsibility
- Must have ability to pace work time, getting required work done and taking breaks as required.
- Maintain cooperative working relationship with medical providers, RNs, 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 or providers as workload and staffing levels dictate.
- Perform tasks associated with metric reports and regulatory standards i.e. PCPCH, EOCCO, RHC
- Ensure exam rooms are properly stocked with needed supplies.

LEAD DUTIES & RESPONSIBILITIES:

- Sort and distribute incoming mail and faxes to the appropriate departments
- Order and maintain supplies, replacing outdated or worn items, and keep an up to date inventory database
- Manage immunization and medication inventory, including timely reordering as needed.
- Process medication prior authorizations, under the direction of medical provider, for primary care, surgery clinic and behavioral health providers
- Review records and enter pertinent medical information from outside facilities into the EHR
- Assist medical provider with care coordination involving outside facilities.
- Monitor outside lab portals, enters results into EHR as directed by medical provider.
- Assist in training new hires with all aspects of medical assistant duties
- Administer allergy serums under the direct supervision of provider per allergy clinic instructions.
- Place order for labs, imaging, referrals, etc. In EHR under guidance of 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.
- Current BLS certification required for term of employment.



Wallowa County Health Care District

- Medical terminology preferred.
- Minimum 1-year experience in outpatient clinic setting preferred.
- Ability to communicate effectively and work closely with all patients, physicians, clinic personnel, visitors, and 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.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- 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).
- Speech Clarity — The ability to speak clearly so others can understand you.

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.



Wallowa County Health Care District

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.

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