



## **Job Description: Medical / Nursing Assistant**

### **Reports To:**

The Medical / Nursing Assistant will directly report to Jon Withers, RN Director of Operations & Michelle Moore, RN Director of Clinical Services.

### **Job Overview:**

Medical / Nursing Assistants will be responsible for assisting with administrative and clinical duties at our facility. Medical / Nursing Assistants will fall under the category of Ancillary Exempt employees.

### **Responsibilities and Duties:**

Listed below are some of the "routine" responsibilities of a Medical / Nursing Assistant with BCFC:

- Obtaining and recording patient medical histories, vitals, test results and other information for medical records while maintaining strict confidentiality.
- Preparing treatment rooms for clinical examinations and assisting practitioners with medical procedures and other patient care.
- Delivering compassionate support, attention, and assistance to patients and families.
- Ensuring compliance with all health care regulations, including HIPAA and OSHA.
- Preparing and administering medications for patients as directed by Providers and/or Registered Nurses.
- Other duties as assigned staying within the Medical Assistants Scope of Practice.

### **Qualifications:**

- One to two years of experience in a medical setting providing "hands on" clinical care.
- Must be able to obtain full sets of vital signs both manually and electronically. This includes blood pressures (regular as well as orthostatic), heart rate, temperature, respirations, height, and weight.
- Must be able to assess patient and deliver testing components such as a Fall Risk Assessment and PHQ-9.



- Must possess the knowledge and demonstrate proficiency in assessing and complete tasks such as running a Michigan Automated Prescription System (MAPS) and Michigan Care Immunization Registry (MCIR).
- Possess the skill set to document findings accurately within an Electronic Medical Record (EMR).
- Have a high school diploma, or equivalent.
- A basic understanding of patient care, medical terminology, coding procedures, reference tools, and appropriate clinical pharmacology for medical / Nursing assistant scope of practice.
- Excellent interpersonal, organizational, and customer service skills.
- Demonstrate proficiency in venipuncture and all CLIA waived tests done at BCFC. This includes documenting all findings in the EMR.
- Familiarity with electronic medical health care record systems.

### **Medical / Nursing Assistant Expectations & Responsibilities**

#### **Clinical & Screening Primary Responsibilities and Duties:**

- Retrieve patients who have been checked in from the Waiting Room.
- Perform all necessary vital signs for patients.
- Complete Allergy assessment.
- Verify patient's current medication regime so that Provider can reconcile medications during their time with the patient.
- Complete the necessary components, if any, in the Family Hx tab.
- Complete the necessary components, if any, in the Immunization Hx tab. Obtain MCIR from prior days chart prep and assess, complete, and document any immunization needs. Also obtain necessary documentation from VaxCare to determine eligibility for vaccinations.
- Complete the necessary components, if any, in the Medical Hx tab.
- Complete the necessary components, if any, in the Obstetric Hx tab.
- Complete the necessary components, if any, in the Social Hx tab. This includes tobacco assessment, alcohol assessment, ADL's, Caffeine Use, Fall Risk Assessment, SDOH (Social Determinants of Health), and Psychosocial (PHQ-9).



- Complete the necessary components, if any, in the Surgical Hx tab.
- Update and document the necessary components in the Health Maintenance tab.
- Assess and document patient's chief complaint and reason for visit. Complete all necessary components related to patient's visit. (Example: if a patient is here for a diabetic visit, assess when the last HbA1c was completed and determine if patient is due for a repeat test).
- If patient reports that they need refills on any controlled substances, assess to see if a Controlled Substance Agreement has been signed and in the patient chart. Assess to see if the patient has had a 12-panel Urine Drug Screen (UDS) in the past 3 months. If the patient has not had a UDS in the past 3 months, perform the UDS and report finding(s) to the Provider.
- Report off to Provider the patient's chief complaint, reason for visit, and any pertinent and/or abnormal findings found during the screening process.
- The Clinical & Screening Medical / Nursing Assistant is responsible for "turning over" the patient exam rooms. This includes cleaning and disinfecting equipment in between room usage.
- When the Provider has completed their component of the visit it is the responsibility of the Clinical & Screening Medical / Nursing Assistant to excuse the patient to the Check Out window.
- On a weekly basis, each examination rooms and the lab are to be assessed for equipment & supply needs. It is the responsibility of the Clinical & Screening Medical Assistant to ensure each examination room is adequately supplied.

#### **Back Office Responsibilities & Expectations:**

- Answer and respond to all calls that come through the Medication Refill line within a 24-hour timeframe. Assess if patient is due for requested refills. If refill is appropriate – inform the Provider of your findings and receive a verbal order from the provider and refill the prescription electronically or request that the provider send through the refill request. Once the medication has been electronically prescribed to the patient's pharmacy, call, and inform the patient of your action and document accordingly in the EMR.



- For Controlled Substances: Run a MAPS report for Provider. Assess to see when the patients last visit was, if greater than 3 months then reach out to patient and inform them that they will require an in person visit with their Provider prior to having any controlled substances filled. Assess to see if there is a signed Controlled Substance Agreement in the patient's EMR. If findings warrant the refilling of the Controlled Substance, inform the Provider, either verbally or tasking it to them in the EMR, of your findings so that they can make the clinical determination as to whether the refill is appropriate.
- Referrals: When a referral to an outside resource is ordered by the Provider, it is the responsibility of the Medical / Nursing Assistant to complete the task.
  - The Provider will document the need for a Referral on the "Referral Tracking Form." Once the Provider has completed their required components it is then the responsibility of the Medical / Nursing Assistant to complete the task.
  - Patients should be asked if they have a preference on where they want the Referral sent to.
  - Complete all the necessary components within the EMR and send the referral to the appropriate source.
  - If the referral source is not in the EMR then the Referral needs to be printed off and faxed to the appropriate source.
  - Contact the patient to let them know that the Referral has been completed and explain that they should expect a call from the referral source to set up an appointment. Notify the patient that if they do not receive a call from the referral source within the next week that they should contact our office so that we can follow up.
  - Referrals are evaluated every 10 days to determine if the patient has received an appointment from the referral source.
- Chart Preparations
  - This process is not yet established. Once the process is established, the expectations will be outlined in the Job Description.



- Weekly Expectations for Medical / Nursing Assistants – Listed below are weekly expectations for the Medical / Nursing Assistants. The 3 tasks listed below will be done on a rotational basis between the staff.
  - o Thorough cleaning and stocking of all patient rooms. When stocking the patient rooms, if you find that you are on the last item please inform Michelle Moore, RN so that she can order more supplies
  - o Thorough cleaning and stocking the CLIA waived laboratory. When stocking the lab, if you find that you are on the last item please inform Michelle Moore, RN so that she can order more supplies.
  - o Organizing and maintaining the supply room located in the back Break Room. The expectation is that boxes are place on shelves in their appropriate location. Supplies that come in throughout the week and are placed on the floor in the lab need to be stocked in the supply room. When stocking the supply room, if you find that you are on the last item please inform Michelle Moore, RN so that she can order more supplies.

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_

BCFC Director Signature: \_\_\_\_\_ Date: \_\_\_\_\_