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**MEMORIAL HOSPITAL OF LAFAYETTE COUNTY**  
**800 Clay Street – Darlington, WI 53530**

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**JOB TITLE:** Primary Care Clinic - Certified Medical Assistant (CMA)

**Reports to:** Primary Care Clinic - RN Nurse Manager

**Supervisory Responsibilities:** None

**Position Qualifications:**

- Ability to provide direct patient care under the supervision of the Primary Care Clinic – RN Care Manager.
- Ability, as a member of the MHLC team, to be familiar with the philosophy, goals and objectives of Memorial Hospital (MHLC) and Primary Care Clinic's (PCC's) and work collaboratively to achieve them.
- Ability to be familiar and comply with all MHLC policies and procedures.

**Educational Requirements:**

- Maintain a Current Certified Medical Assistant (CMA) Certification in the State of Wisconsin.
- Maintain Current CPR Certification.
- Demonstrate competency in using Epic electronic medical records, and/or other information systems to ensure effective documentation of patient care preferred.

**Essential Functions:**

- Ability to prepare patients for examination.
- Ability to set-up and clean patient rooms.
- Ability to assist the provider/physician during exams and procedures.
- Ability to notify patients of laboratory results as directed by the provider.
- Ability to collect and prepare laboratory specimens.
- Ability to provide quality care and procedures within the scope of their CMA Certification; including but not limited to:
  - Performing blood draws
  - Performing Electrocardiograms
  - Removing sutures
  - Performing simple dressing changes
  - Preparing and administering medications under the direction of the Medical Provider, while following proper guidelines, protocols, and the policies of Memorial Hospital and Primary Care Clinics.

- Responsible for maintaining department supplies and equipment to facilitate the flow of quality patient cares.
- Responsible for the cleaning of instruments and equipment per manufacturer and departmental policy.
- Responsible for knowing and following MHLC's Attendance Policy.
- Responsible for knowing and following the Professional Appearance Dress Code.
- Responsible for attending all training and/or meetings as assigned.
- Responsible for the maintenance of your individual certification, professional growth, and development.
- Ability to perform all job duties with professionalism and competence, assisting other members of the patient care team whenever possible.
- Responsible for assisting in the performance of direct patient care.
- Ability to provide appropriate education to the patient's family, and other health care team members.
- Assist in creating an environment which lends itself toward creativity, cooperation, and coordination of patient care in the Specialty Clinic.
- Ability to provide all services and interactions with respect and knowledge of the importance of confidentiality, high integrity and honesty.
- Ability to interact with all individuals with equally high respect and care; regardless of race, national origin, religion, sex, marital status, disability, age, sexual orientation, financial background, or other prohibited category.
- Ability to support a respectful work environment, free from any form of harassment.
- Ability to demonstrate competency in techniques and skills, to adjust interactions and care to assure accommodation to individuals of all ages, backgrounds, or any other protected category.
- Ability to communicate effectively and professionally with patients, other departments, providers, staff, and relay any concerns or problems to the Primary Care Clinic – RN Care Manager.
- Ability to recognize the need for variations in staffing levels, and make adjustments according to the direction of the Primary Care Clinic – RN Care Manager.
- Ability to stay informed of current MHLC activities and be aware of pertinent information which influences employees' activities as communicated through Administration, Human Resources, Department Directors, payroll attachments, department meetings, employee notifications or other forms of communication.
- Ability to comply with all State of Wisconsin and Federal guidelines.
- Ability to adhere to all infection control standards, quality assurance guidelines, departmental policy communications, and procedure competencies.
- Ability to follow all MHLC & Primary Care Clinic departmental policies.
- Ability to demonstrate fiscal responsibility, by following all directives given by the Primary Care Clinic - RN Care Manager with respect to the departmental budget, and the monitoring and maintenance of departmental revenues and expenditures.

#### **Typical Physical Demands:**

- Ability to use full range of body motion and dexterity to allow significant handling, transferring, pushing/pulling, and lifting of patients and equipment.
- Ability to frequently lift, carry, push or pull up to 50 pounds, and occasionally lift, carry, push or pull over 50 pounds.

- Ability to stand and or walk 80-90% of shift; and sit 10-20% of shift.
- Ability to use good hand/eye coordination, and finger dexterity.
- Ability to use good perception and discrimination related to odor, color, and textures.
- Ability to use good perception and discrimination related to functional visual ability and depth perception; sound perception; and functional speech.
- Ability to frequently bend, twist, balance, and reach above and below shoulder level; as well as occasionally kneel and climb as necessary to perform job duties.
- Ability to wear gloves and other protective equipment.
- Ability to work irregular hours.
- Contact Primary Care Clinic – RN Care Manager for accommodation requests.

#### **Typical Mental Demands:**

- Ability to deal with pressure to meet deadlines, to be accurate, to handle constantly changing situations, and to create a positive work environment.
- Ability to deal with a variety of people, stressful situations, and handle conflict, while maintaining a positive work environment.
- Ability to communicate in a professional manner both verbally and in writing.
- Ability and willingness to gain new skills and knowledge necessary for the performance of essential job functions.
- Ability to give, receive and analyze information for the performance of essential job functions.
- Contact Primary Care Clinic – RN Care Manager for accommodation requests.

#### **Working Conditions:**

- Exposure to disagreeable odors, communicable diseases, and bodily fluids
- Exposure to the chemical compounds of medications and treatments
- Exposure to chemicals such as disinfectants, cleaners, soaps, etc.
- Exposure to latex, plastic, and other materials used for personal protective equipment
- Exposure to noise and distractions
- Exposure to unpredictable behaviors
- Contact Primary Care Clinic – RN Care Manager for accommodation requests.

#### **Equipment Knowledge:**

- Ability to use infusion pumps, suction machines, oxygen delivery systems, lifts and other transfer devices, as well as ECG machines, cardiac defibrillators, and telemetry monitoring systems.
- Ability to use other technology and equipment specific to surgical procedures, such as laparoscopy, endoscopy, and arthroscopy equipment.
- Ability to use office equipment such as the phone/paging systems, copy, scanning, fax, computer and printer options.

### **Employee Responsibility in an Emergency:**

As an employee of Memorial Hospital of Lafayette County, you are expected to respond to emergencies involving the safety of patients, other employees, visitors and the facility. This includes the ability to assist with a possible evacuation of facility if that has been deemed necessary.

### **Management Statement:**

This job description is not intended to be all inclusive. The employee will also perform other reasonable job related duties as assigned by the supervisor and/or other management personnel. Management reserves the right to change job responsibilities, duties and hours as needs prevail. This document is for management communication only and not intended to imply a written or implied contract of employment.

I have read the above job description and fully understand the requirements set forth. I know of no limitations which would prevent me from performing these functions with or without accommodation.

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*Employee Signature*

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*Date*

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*Supervisory Signature*

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*Date*