

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Medical Office Assistant

Unit: Office Technical

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Job Code: J1950
Original Date: 06/1998
Last Revision: 06/2017
Staff Type: Classified
FLSA status: Non-exempt
Salary Range: 18

DEFINITION

Under direction of an assigned manager or supervisor in Student Health Services, perform a wide variety of administrative, clerical, and technical support services requiring specialized knowledge in medical assistance. Perform duties currently approved by the Medical Board of California, involving frequent and responsible contact with students, staff, and the public.

DISTINGUISHING CHARACTERISTICS

Incumbents provide specialized clerical and medical assistance in the Student Health Services area and are assigned primary responsibility for maintaining records and implementing procedures. Positions allocated to this class are assigned duties involving the exercise of a greater degree of independent judgment, technical knowledge, and initiative with a minimum of direction and supervision. Incumbents assist registered nurses, nurse practitioners, and medical doctors in providing primary health care and laboratory services. Incumbents must possess a thorough knowledge of district policies, rules, and regulations pertinent to the assigned program.

EXAMPLE OF DUTIES

1. Provide medical assistance to registered nurses, nurse practitioners, and medical doctors using universally accepted procedures; assist in performing medical observations and screening tests; reinforce RN/NP/MD teaching and instructions; provide medications and injections as directed; sterilize instruments and other medical equipment; draw blood for completion of ordered tests; render first aid; clean and dress wounds.
2. Perform a variety of laboratory duties as trained and assigned by RNs, NPs, and MDs; assist in maintaining laboratory areas in a clean and safe manner.
3. Greet patients/students and prepare charts as necessary. Answer telephones; schedule appointments; provide forms, assistance, and information to students, faculty, and the general public; contact insurance companies as needed.
4. Prepare and maintain records and reports; compile requested information and prepare basic statistical reports.
5. Maintain student accident insurance records; provide claim forms and other necessary incident report forms; assist with processing forms to the appropriate entities within established guidelines.
6. Operate a variety of office machines and equipment, including computer hardware and software.
7. Prepare letters, memoranda, purchase orders, reports, and other materials.
8. Maintain a clean, safe, and orderly work environment.
9. Maintain inventory and order front and medical office supplies as needed; maintain invoice and billing files.
10. Receive, sort, and distribute incoming and outgoing mail; mail letters, forms, and applications.

11. Supervise work-study students; train and provide work direction to students and hourly help on a temporary basis.
12. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Computer applications, including word processing, spreadsheets, and database.
- District policies, rules, and regulations pertinent to the assigned program.
- English usage, grammar, spelling, punctuation, and vocabulary
- First aid and emergency care, including cardiopulmonary resuscitation (CPR) principles.
- Fundamentals of medical assistance and/or nursing care in a primary care setting.
- Interpersonal skills using tact, patience, and courtesy.
- Interviewing techniques.
- Medical asepsis principles.
- Medical terminology and resources.
- Modern office practices, procedures, and equipment, including computer hardware and software.
- Patient assessment principles based on body symptoms.
- Patient teaching and reinforcement of medical and nursing regimens.
- Principles of health promotion and prevention of illness and injury.
- Oral and written communication skills.
- Record-keeping techniques.
- Technical aspects of field of specialty.
- Telephone etiquette and procedures.
- Use and maintenance of medical supplies and equipment.

Skills and Abilities:

- Communicate effectively both orally and in writing.
- Draw blood and collect, prepare, and test laboratory specimens as ordered.
- Establish and maintain effective working relationships with others.
- Maintain records and prepare reports using confidentiality and discretion in all verbal and written communication.
- Make simple arithmetic calculations.
- Meet the public with courtesy and tact.
- Operate a variety of office machines and equipment, including computer hardware and software.
- Take vital signs and render First Aid.
- Train and provide work direction to others.
- Type/keyboard at 45 words per minute.
- Understand and follow oral and written directions.
- Use computer applications, including word processing, spreadsheets, and databases.
- Work cooperatively with others.
- Work independently with minimal supervision.

Training and Experience:

Any combination of training and experience equivalent to: completion of an accredited Medical Assistant Training Program and one year experience in the medical field, preferably under the supervision of a licensed registered nurse, nurse practitioner, or physician in an acute care or out-patient care setting. Experience in a public health agency, school health, ambulatory care, or equivalent is desirable.

License:

Valid Medical Assistant Certification from a medical assistant certifying organization approved by the Medical Board of California or acceptable national board certification.

Current CPR certificate.

Venipuncture certificate or documentation of venipuncture training.

WORKING CONDITIONS

Physical Requirements:

Category III

Environment:

Favorable, usually involves an office. Contact with blood, bio-hazardous waste, and ill or injured persons.