



HEALTH SERVICES MEDICAL ASSISTANT

DEFINITION

Under general supervision of a clinician, performs routine health service procedures and medical tasks in accordance with established clinic policies and procedures; provides first aid to injured or ill students and staff; serves as a resource and provides health information, support, and education to the college community; maintains related health and medical records; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory and managerial staff. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level class responsible for performing clinical support services. Work requires strong communications skills and knowledge of health office processes and procedures. As experience is gained, assignments become more varied and are performed with greater independence. Work usually fits an established structure or pattern and is in accordance with standing Physician orders or directives. Exceptions or changes in procedures are explained as they arise. Eventually, positions will attain a level of experience to receive only occasional instruction or assistance as new or unusual situations arise and where they are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

- Provides first aid to injured or ill students and staff; performs routine health service and medical procedures; prepares exam rooms for use; and escorts patients to appropriate treatment rooms or areas.
- Refers students to the appropriate health agencies regarding medical problems as necessary.
- Collects and records patient data including height, weight, temperature, pulse, respiration rate, blood pressure, and basic information about presenting and previous conditions.
- Under supervision of a Physician or Nurse Practitioner, administers single dosage of medication by providing dose to patient for immediate self-administration.
- Collects and preserves specimens for testing using non-invasive techniques.
- Receives calls regarding injured and ill students and staff members; activates Emergency Medical Services (EMS) System (911) as appropriate.
- Serves as a resource and provides health information, support, and education to the college community.
- Gathers and records information during medical or emergency situations.
- Prepares, maintains, and updates a variety of health-related records and files, including student health and immunization records, emergency medical records, accident reports, and health and disability reports.
- Answers telephones and maintains appointment scheduling system for Health Office staff; schedules meetings and classes as assigned.
- Prepares requisitions for checks, student accounts, open purchase orders, and printing services; resolves related issues as necessary.

- Operates a computer and other office equipment as assigned; operates various medical equipment as required.
- Sterilizes instruments, counter tops and other areas according to established standards.
- Maintains office inventory and order supplies as needed.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic first aid, cardiopulmonary resuscitation (CPR), and emergency healthcare.
- Medical terminology, procedures, and equipment.
- Immunization compliance policies and procedures.
- Inventory methods and practices.
- Infectious disease control.
- Applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Methods of preparing and processing various records, reports, forms, and other documents specific to assigned program.
- Record keeping and filing systems and methods.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Modern office practices, procedures, technology, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Techniques for providing a high level of customer service by effectively dealing with the public, students, and District staff, including individuals of diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation.

Ability to:

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
- Provide first aid to injured or ill students and staff and provide health information and education to the college community.
- Meet supervision, training, authorization, and records conditions for a Medical Assistant in the State of California as outlined in the California Code of Regulations.
- Serve as a resource and provide health information, support and education to the college community.
- Perform routine health service procedures and maintain related health and medical records.
- Maintain medical records as per current legal requirements.
- Operate medical equipment.
- Analyze situations accurately and adopt an effective course of action.
- Complete work with many interruptions.
- Work confidentially with discretion.
- Interpret, apply, and explain applicable federal, state, and local laws, rules, regulations, ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Organize own work, set priorities, and meet critical time deadlines.
- Effectively use computer systems, software, and modern business equipment to perform a variety of work tasks.
- Use English effectively to communicate in person, over the telephone, and in writing.

- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to certification as a Medical Assistant from a State of California or United States Military certified program and one (1) year of experience in a college health office, private physician's office, or related experience. Must meet supervision, training, authorization, and records conditions for a Medical Assistant in the State of California as outlined in the California Code of Regulations.

Licenses and Certifications:

- Current and valid First Aid training and CPR certificates.

PHYSICAL DEMANDS

Must possess mobility to work in a standard health clinic setting and use standard medical and office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is partially a sedentary classification; frequent standing in work areas and walking between work areas is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office and medical equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 30 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees primarily work in a health clinic environment with moderate noise levels, controlled temperature conditions, and direct exposure to hazardous physical substances. Incumbents may be exposed to blood and body fluids when rendering first aid, CPR, or treating patients.

Salary Grade: C1-45

FLSA: Non-Exempt

EEO Code: H-70

Board Approved: April 2021