

Greenville Rancheria

Position Description

Job Title: **CERTIFIED MEDICAL ASSISTANT**

Job Status: **Non-Exempt**

Location: **Plumas County – Greenville**
Tehama County - Red Bluff

Department: **Medical**

Starting Salary: **D.O.E.**

Category: **Regular** **Part-Time** **Contracted**

NOTE:

INDIAN PREFERENCE in hiring is given to Greenville Rancheria Tribal Members, and qualified American Indians in accordance with the Indian Preference Act, Title 25, and U.S. Code Sections 472 & 473.

I. Mission Statement:

The mission at the Greenville Rancheria is to provide high quality direct care to Native Americans, their families, and all community members. The mission of the Greenville Rancheria is to continue as a functional viable Tribal government in perpetuity, providing services to its membership and their families through the creation of wealth and personal growth by maximizing Tribal assets, both material and human.

II. Organizational Structure:

The organizations' structure is as follows:

III. POSITION: CERTIFIED MEDICAL ASSISTANT

IV. POSITION SUMMARY: Certified Medical Assistant (CMA) delivers patient care under the supervision of the provider they work under and the CMA Supervisor under the direction of the Medical Director. If a CHR/CMA, reports directly to the CHR/CMA Supervisor.

V. POSITION OUTLINE:

1. Physical requirements: An eligible candidate must possess the ability:
 - a. Sit for extended periods of time.
 - b. Be able to sustain prolonged standing, bending, stooping and light lifting without pain. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
 - c. Use full range of sense of hearing, speech, and vision.
 - d. Display manual dexterity as applicable to position.
 - e. Pass all employment physical/medical examinations.

2. General Duties and Responsibilities:
 - a. Maintain a positive, pro-active, and professional demeanor with fellow employees.
 - b. Work under pressure in a fast-paced clinic environment.
 - c. Make sound decisions and take responsibility.
 - d. Maintain good attendance and be punctual.
 - e. Be task oriented in all work activities, while meeting deadlines.
 - f. Read and adhere to policies and procedures.
 - g. Agree to and sign a conflict-of-interest form and agree to not disclose any trade secrets, directly or indirectly, or use them in any way, either during the term of employment or at any time thereafter, except as required in the course of employment with Greenville Rancheria.
 - h. Always maintain a high-level of employee, patient/family confidentiality.
 - i. Computer skills, such as NextGen, i2i, Excel, PowerPoint, Microsoft Teams, Zoom, Outlook, etc.
 - j. Must be able to use office equipment including fax, multi-line telephone and copy machine.

3. General qualifications: An eligible candidate must possess (and/or maintain) the following:
- a. Certification of completion of a Certified Medical Assistant (CMA) Training program as a CMA. This is required by the Centers for Medicare and Medicaid Services (CMS) Meaningful Use rule that all medical assistant who enter orders in the electronic medical record for medication, laboratory, and radiology orders be credentialed. This rule was adopted as part of a series of regulations implementing the Health Information Technology for Economic and Clinical Health (HITECH) act.
 - b. Must be recertified every 60 months (5years) to better ensure current competency and knowledge. It is the responsibility of the CMA to obtain CEU's and remain certified. Lapse in certification could result in termination.
 - c. One-year experience in a medical clinic.
 - d. Be eighteen (18) years of age or older.
 - e. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, Indian Health Services (IHS) or governmental regulations.
 - f. Reliable employment history. If required to drive a Greenville Rancheria vehicle, must be over the age of 21 and possess a valid California driver's license and a DMV print out verifying a good driving record. Refer to the vehicle policy and procedure manual authorization of personnel.
 - g. Mandatory to rotate Saturday clinic.
 - h. Occasional travel for meetings or trainings.
 - i. Ability to pass a pre-employment drug screen and criminal background check/fingerprinting in accordance with all applicable laws regarding the nature of the employment.
 - j. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions and decimals.
 - k. Ability to effectively communicate English, both written and verbal.
 - l. Maintain a "Professional Image" in one's appearance and hygiene.
 - m. Current valid CA driver's license required.
 - n. Current certification, or ability to obtain certification in Cardiopulmonary Resuscitation (CPR) and first aid, in a time frame that is agreed upon at the time of hire.
 - o. This position requires an awareness and keen appreciation of American Indian traditions, customs, and socioeconomic needs and the ability at all-times to meet and deal effectively in contact with Indian Health organizations which requires tact, courtesy, discretion, resourcefulness, and good judgment in handling functions of a sensitive nature.
 - p. Must be efficient, flexible, professional, team player and well organized.

VI. DIRECT RESPONSIBILITIES: The following position responsibilities are rated as part of the employee's competency-based performance appraisal. Within the parameters established by the Tribal Council, approved Greenville Rancheria Personnel Policies and Procedures.

1. Clinical duties:

- a. Assists in maintaining a safe and clean environment by keeping exam room in order, cleaning equipment, reporting equipment that is out of order and maintaining supplies.
- b. Assists in maintaining inventory levels for solutions, supplies and equipment.
- c. Monitors equipment controls and refrigerator temperatures in compliance with Greenville Rancheria policy.
- d. Maintains patient flow for providers.
- e. Takes and records height, weight, temperature, pulse, respiration, and blood pressure in an accurate and professional manner and enters in NextGen.
- f. Prepares exam rooms and escorts patients to rooms. Makes brief assessment and takes brief history. Enters social history, family history, surgery history in NextGen.
- g. Prepares room for minor surgical procedures, sets up equipment as requested by provider. In conjunction with the provider, makes certain consents for procedure has been correctly completed and signed before procedure begins.
- h. Answer front office medical questions and guidance daily.
- i. Assist with special tests and procedures, prepares patient and provides emotional support.
- j. Administers intramuscular, subcutaneous and intradermal injections in safe and therapeutic manner by physicians order; follow all protocols for medical administration accurately, precisely and follows the 6 rights of administration: • Right patient • Right medication • Right dose • Right route of administration • Right time and frequency of administration • Right documentation
- k. Performs 12 lead EKG's, audiometric screening and laboratory procedures in compliance with all standards and regulations following the Clinical Lab Improvement Amendments (CLIA) for accuracy, reliability and timeliness of patient test results.
- l. Maintains the standards of patient care and implements the policies and procedures of the medical department.
- m. Demonstrates a thorough knowledge of safety policies and procedures including universal precautions, infection control and utilizes proper body mechanics.
- n. Demonstrates a high level of mental and physical tolerance when dealing with ill people; uses tact, sensitivity, sound judgment and a professional attitude when relating to patients, families and coworkers.

- o. Maintains a tracking system for referrals.
- p. Arrange for transfer of records for patients referred to specialists, coordinate referrals to specialists following Health Insurance Portability and Accountability Act (HIPAA), Health Information Technology for Economic and Clinical Health (HITECH). Ensures compliance with legal issues including, but not Limited to, patient confidentiality, risk management, Federal, State, Local, Tribal laws, and regulations.
- q. Answers requests for medical records following all applicable regulations, restrictions, and guidelines, HIPAA, and HITECH.
- r. Answers phone calls as needed for providers, including but not limited to pharmacy, correspondence, patient correspondence, and general information.
- s. After the visit, sets up the patient's next visit and gives them an appointment card with date and time.
- t. Other duties as assigned.

2. Customer service:

- a. Professionally and in a customer-focused manner, disseminates program information as appropriate when assisting front office staff.
- b. Provide input, initiate, and embrace changes that will continually improve the operation of the Greenville Rancheria and assist the Tribal Council and Tribal Membership in growth, efficiency, and prosperity-.
- c. Treat all patients with respect and courtesy.
- d. d. Maintain a high level of patient confidentiality.
- e. Other duties as assigned.

Greenville Rancheria is an “at will” Employer.

Tribal Council Representative: _____

Signed: _____ Dated: _____

Chief Medical Officer: _____

Signed: _____ Dated: _____

I have reviewed and understand the above responsibilities. I am also aware that this is a regular Greenville Rancheria position, and that the Greenville Rancheria is an “at will” employer. I accept responsibility for understanding the requirements of the Greenville Rancheria Personnel Policies and Procedures Handbook, (which is not permanent and changes from time to time), including the definition of an “at will” employer/employee relationship. Lastly, I accept responsibility for accessing and educating myself thoroughly on the Personnel Policies and Procedures Handbook I received during my employment orientation with the Greenville Rancheria.

Employee:

Print: _____

Signed: _____ Dated: _____

Approved by Tribal Council:

Effective: