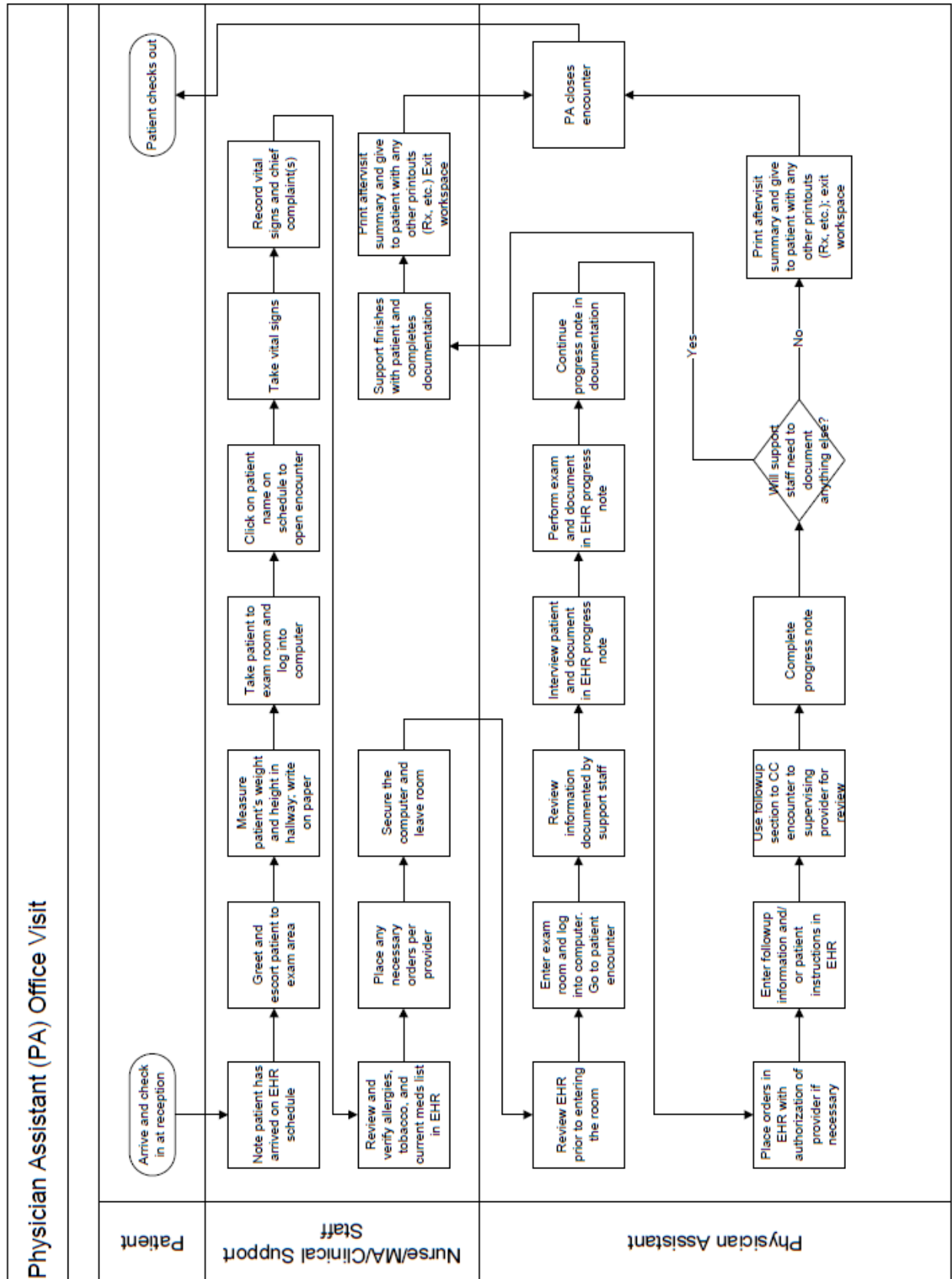


Example Swim Lane Diagram



Sample Job Description for Role Optimization

Highlighted are various examples of role optimization for this care team member.

JOB DESCRIPTION for MEDICAL ASSISTANT

Job Summary:

This position is vital to the provision of support to the providers and patients in the delivery of **PCMH team-based care**. The Medical Assistant works directly with an assigned Primary Care provider to provide patient care services as directed by the provider to ensure the efficiency of the practice and high quality patient care. The provider/MA dyad is **critical for continuity of care in addressing the needs of a panel of patients including annual health maintenance, acute and chronic care management.**

Essential Functions:

- Sets up exam room and prepare patient for appropriate exam.
- **Utilize population management tool to print huddle reports for each daily huddle. Add patients to Tracking Types as indicated.**
- **Communicate as needed with Case Management and Nurse Care Managers in pre-visit planning for provider sessions.**
- Track referrals for assigned providers.
- Participate in weekly planned care team meetings.
- **Assist in care management and support of defined patient populations.**
- Checks patient vital signs, obtains medical history, HIV risk assessment and rapid screening, depression screening, standing lab orders and chief complaint.
- Provides health screenings as ordered by the provider, i.e., vision screening, auditory screening, EKG, urine dipstick, finger-stick glucose and cholesterol readings.
- Assists providers during exams as directed; i.e.; wound care; application of ace bandages, splints, slings, ear irrigation; Implanon and IUD insertions/removals; assists with vaginal exams and cultures; colposcopies, etc.
- Administers medications and vaccines, as ordered by the provider.
- **Provides appropriate patient education and counseling.**
- Maintains patient records and related forms.
- Performs routine or special cleaning of rooms and supplies daily following appropriate Infection Control guidelines.
- Assists in maintaining inventories. Report when supplies are low or expired.
- Performs quality control checks and document; i.e., refrigerator/ freezer temperatures; Accu-check and cholesterol calibrations; incubator and hematocrit monitoring; pregnancy and urine test supply checks; etc.
- Participates in outreach/or community education programs.
- Performs other duties as assigned.

Supervisory Responsibilities:

This position has no supervisory responsibilities.

Qualifications:

To perform this job successful, an incumbent must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High School Graduate or equivalent.
- Graduate of an accredited school for Medical Assisting training required.
- Current CPR Certification. Must be currently certified as a Medical Assistant with one of the following certifications: AAMA Certified Medical Assistant (CMA); American Medical Technologist Registered Medical Assistant (RMA); National Center for Competency Testing; National Certified Medical Assistant (NCMA), or National Allied Health Test Registry; Nationally Registered Certified Medical Assistant (NR-CMA).
- One year of MA experience in a medical setting is desirable.