



*Flathead County is an equal opportunity employer. Flathead County shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.*

*This job description is intended to reflect core areas of responsibility and an incumbent employees' knowledge and skill set needed to complete those functions. This document is not intended to catalog each individual duty; employees are routinely called upon to address emerging employer requirements in alignment with individual work units and assignments of jobs. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer change.*

<b>Job Title:</b>	Medical Service Assistant	<b>Job Code:</b>	13190
<b>Department:</b>	Health Clinic	<b>Pay Grade:</b>	Health 3
<b>Reports to:</b>	Clinic Manager	<b>FLSA Status:</b>	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt

**Department Overview:** The Flathead City-County Health Department is a public health agency providing certain statutorily-mandated services and other contracted services to people who reside in or visit Flathead County. As a division of the health department, the Flathead Community Health Center provides clinical services to the community, including acute, chronic and preventative medical care and education for people of all ages through the patient centered medical home clinical services; a 340B pharmacy program to assist in the purchase of medications for patients who cannot pay; urgent and non-urgent dental care; reproductive health services such as physical exams, contraceptive supplies, pregnancy testing, counseling, STD testing, treatment and follow up; and case management services to high risk Medicaid recipients.

**Job Summary:** This position functions under the supervision of the Clinic Manager for general clinical support and administrative duties.

**Essential Functions (Major Duties or Responsibilities):** *These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.*

- Prepare and room patients.
- Manage lab specimens— preparation, mailing, filing and follow-up.
- Provide phone triage and follow-up under direction clinical supervisor.
- Assist provider in the completion of EKGs, Holter monitors and other screening tests.
- Schedule diagnostic tests, consults and procedures with referral physicians.
- Assist clinical provider in minor surgical procedures.
- Provide injections and immunizations under direction of the provider and complete all necessary documentation.
- Stock rooms and maintain inventory.
- Perform phlebotomies and other CLIA-waived testing.
- Manage record requests and receipts from pharmacies and other medical specialists.
- Assist with quality assurance activities.
- Refer to the Medication Assistance Program for FCHC patients.
- Documentation in EHR.
- Provide back-up support to front office staff.

**Non-Essential Functions:**

Incumbents may be requested to perform functions relevant to the position but not listed above.

**Physical Demands and Working Conditions:** *The demands and conditions described here are representative of those the employee must meet to perform the essential functions of the job.*

- Frequently required to walk, sit, talk, and hear.
- Must occasionally lift and/ or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Work occurs in clinical, medical facility environment
- Duties may require exposure to hostile, emotionally disturbed or mentally ill persons and/or confrontational interpersonal situations;
- May involve occasional exposure to pathogens which requires knowledge of basic infection control and safety procedures.
- May involve occasional travel by auto to attend meetings with community partners.

**Supervision Exercised:** This is a non-supervisory position.

**Knowledge, Skills, and Abilities:**

Knowledge of current clinical practice standards, including universal precautions.

Ability to understand and disseminate information relating to the operation of the Health Center; maintain effective working relationships with staff and public; communicate effectively verbally and in writing.

**Education and Experience:****Education:**

Graduate of a Medical Assistant training program with Montana Certification as a Medical Assistant or demonstrated competencies and experience as a medical assistant.

**Experience:**

Preference will be given to persons with previous medical assistant experience in a clinical setting.

Action	Date	Reference
Adopted	6/30/2010	Commissioners' Minutes
Revised	10/14/2014	Commissioners' Minutes

