



Office of Human Resources
Medical Office Assistant - CO2647
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General Statement of Duties

Teams with health care professionals to provide direct patient care to patients/clients in a clinic setting.

Distinguishing Characteristics

This class performs clinical and clerical duties for the Denver Hospital Authority. It is distinguished from the lower level Clinical Care Technician classification at the Denver Health Medical Center because Medical Office Assistants perform both invasive and non-invasive procedures, obtain basic phone triage information, and require specific certification in non-nursing technical health care fields.

Level of Supervision Exercised

May perform lead work on a job-by-job or rotating basis.

Essential Duties

Provides for the safe delivery of patient care, in routine and emergency situations, within the scope of education and training, such as taking vital signs, starting oxygen, neurological status, circulation, mobility and sensation checks, and mental status.

Assists in the development and administration of patient care plans, performing continual assessment of plan and recommending proper changes to the plan.

Performs basic medical office procedures including thermal applications, sterile and non-sterile procedures, application of dressings, and screening tests.

Transcribes physician orders and documents in patient record.

Teaches patient/family personal care techniques which may include personal hygiene care, diabetes care, and care for other health conditions that may require specialized procedures to ensure personal health.

Assists physicians with examinations, procedures and other processes related to direct patient care. Maintains a safe, comfortable and therapeutic environment for patients/families in accordance with agency standards.

Performs selective clerical functions such as patient/client scheduling, patient registration, collection of money, and charge entry.

Maintains established departmental policies and procedures, quality improvement, safety, environmental and infection control standards.

Cooperates with other personnel to achieve departmental and interdepartmental objectives and maintain good employee relations.

Enhances professional growth and development through participation in educational programs, reviewing current literature, and attending in-service meetings and workshops.

Some positions may check patients in and out of clinics, maintain flow, perform lab tests or monitor laboratory values, make patient appointments, administer screening tests such as those for vision and hearing, and assume the role of patient advocacy.

Some positions may scrub and assist with surgical procedures.

Some positions administer medications and treatments which include preparing, starting, hanging and monitoring intravenous equipment.

Some positions assist in the orientation of new staff and others.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Decision Making - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions or solve a problem.

Negotiation - Works with others toward an agreement that may involve exchanging specific resources or resolving differences.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Self-Management - Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Knowledge & Skills

Knowledge of patient care standards and patient care procedures sufficient to be able to perform assigned duties.

Skill in teaching patients in an instructive and supportive manner.

Skill in interpreting and applying written guidelines, precedents and work practices to standardized work situations or specific cases.

Education Requirement

Possession of a certificate as an Emergency Medical Technician (must include 160 hours of externship), Medical Assistant, Military Corpsman (or C-91), Paramedic or Practical/Vocational Nurse.

Experience Requirement

None

Education & Experience Equivalency

No substitution of experience for education.

Licensure & Certification

Current CPR/BLS-C Certificate by the end of the probationary period PLUS annual proof of maintenance of certificate/licensure from the Colorado Department of Public Health and Environment for one of the following: Emergency Medical Technician, Medical Assistant, Military Corpsman (or C-91), Paramedic or Practical/Vocational Nursing (LPN/VPN License). Some positions may require either basic or expanded intravenous certification issued by the Colorado State Board of Nursing.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Accommodation: Ability to adjust vision to bring objects into focus.
Depth Perception: Ability to judge distance and space relationships.
Far Acuity: Ability to see clearly at 20 feet or more.
Field of Vision: Ability to see peripherally.
Near Acuity: Ability to see clearly at 20 inches or less.
Mathematical Reasoning
Memorization
Oral Comprehension
Spatial Comprehension
Written Comprehension
Wet: Frequent contact with water or other liquid.
Contact with patients under a wide variety of circumstances (corpse).
Potential exposure to hazardous anesthetic agents, body fluids and wastes.
Potential exposure to hazards of handling diseased organs and tissues.
Potential exposure to infection from disease-bearing specimens.
Potential exposure to infections and contagious diseases.
Potential exposure to odors in kitchen and/or patient areas.
Potential exposure to patient elements.
Potential exposure to risk of bloodborne diseases.
Potential exposure to unpleasant elements (accidents, injuries and illness).
Handles emergency or crisis situations.
Subject to long, irregular hours.
Subject to many interruptions.
Subject to varying and unpredictable situations.

Level of Physical Demand

3-Medium (20-50 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Balancing: Maintaining body equilibrium to prevent falling over.
Carrying: Transporting an object, usually by hand, arm or shoulder.
Crouching: Bending body downward and forward by bending legs.
Eye/Hand/Foot Coordination: Performing work through use of two or more.
Feeling: Perceiving attributes of objects by means of skin receptors.
Fingering: Picking, pinching or otherwise working with fingers.
Handling: Seizing, holding, grasping or otherwise working with hand(s).
Hearing: Perceiving the nature of sounds by ear.

Pulling: Exerting force on an object so that it is moving to the person.

Pushing: Exerting force on an object so that the object is away.

Reaching: Extending the hand(s) and arm(s) in any direction.

Repetitive Motions: Making frequent movements with a part of the body.

Standing: Remaining on one's feet in an upright position.

Stooping: Bending the body by bending the spine at the waist.

Talking: Expressing or exchanging ideas by means of spoken words.

Walking: Moving about on foot on uneven surfaces.

Lifting: raising or lowering objects weighing no more than 50 pounds, from one level to another.

Background Check Requirement

Criminal Check

Certification Check

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: O-607

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: