



Position Title: Medical Assistant
Manager Position: Lead Medical Assistant

Result Statement:

To fulfill your clinical team's roles and responsibilities and give all patients dignified, quality Full-Circle healthcare.

Tactical Work Responsibilities:

1. _____ Perform all MA duties according to training level.
2. _____ Escort patients through treatment stages.
3. _____ Assist providers and clinical staff with all requests for patients.
4. _____ Participate in daily pre-shift huddles.
5. _____ Make eye contact and greet every patient by name with a smile.
6. _____ Clean exam rooms between patients and other common areas as needed.
7. _____ Perform lab procedures, record results, and inform provider.
8. _____ If bilingual, translate.
9. _____ Resolve patient issues.
10. _____ Document and maintain immunization records.
11. _____ Document all procedures and verbal/visual advice given to the patient or patient representative (required by law and Carousel policy).
12. _____ File all loose clinical forms and documents in proper section of chart.
13. _____ Administer medications as prescribed by the provider.
14. _____ Obtain charts for incoming faxes (prescriptions, results, etc.) for provider review.
15. _____ Assist Office Manager in correcting lab bills.
16. _____ Update prescription samples (discard any expired meds) and keep drug sample closets clean and organized.
17. _____ Play DVDs during patient visits.
18. _____ Give out handouts and educational brochures.
19. _____ Ask developmental questions.
20. _____ Practice HIPAA compliance at work and off duty.
21. _____ All other duties as assigned.

Company-wide Standards

1. _____ All OSHA, HIPAA, and other government regulations will be followed.
2. _____ All work will be performed according to company policies, procedures, and standards inherent in all position contracts, employee handbooks, and ongoing policy changes. The information included in these documents is proprietary.
3. _____ You will hold all team members to a high standard of performance.
4. _____ All duties will be performed diligently and efficiently.
5. _____ Carousel will be a safe, fun workplace in which every team member is valued, respected, and given an opportunity to fulfill their aspirations.
6. _____ Employees will be committed to living out Carousel's mission and be proud to come to work everyday.
7. _____ World-class customer service standards will be performed at all times.
8. _____ A smile and cheerful attitude will be part of your uniform.
9. _____ Employee dress code including name badges above the waist will be worn at all times
10. _____ You will take responsibility for keeping the appearance of the offices clean and organized. Facilities problems will be addressed immediately.
11. _____ Attendance, punctuality, and other employee policies as recorded in the employee handbook will be adhered to.
12. _____ Company email only will be read twice a day and responded to within 24 hours.
13. _____ Legal and company policy violations will be reported to your manager.
14. _____ Other assigned duties will be performed without complaint.

Position Specific Standards

1. _____ Each patient will receive quality healthcare and be treated with dignity and compassion.
2. _____ Methods for making the providers more efficient will be pursued.

3. _____ All patient procedures will be correctly documented in the patient chart (and logs books if necessary).
4. _____ Current training level will be known and you will work to achieve a higher training level.
5. _____ Rather than standing around during slow periods, you will always look for duties to perform or offer help to your team members. If in doubt, ask your lead.
6. _____ Patient complaints will be resolved by you or brought to the office manager's attention immediately.
7. _____ All pertinent information will be shared during pre-shift huddles.
8. _____ Lifting and bending and spending long hours on your feet will be expected.
9. _____ Will have a high risk of exposure to bloodborne pathogens

Medical Assistant Agreement

Your team interacts with medical patients more than anyone in Carousel. Your attitude is contagious, and your ability to maintain high standards of patient care is imperative to Carousel achieving its mission of providing dignified health care for all children.

By signing below, you are accepting the accountabilities of this position and agree to produce the results, perform the work, and meet the standards set forth in this position contract.

Print Name _____ Signature _____ Date _____

Lead Medical Assistant Agreement

As your manager, I agree to provide a working environment, necessary resources, regular feedback, and appropriate training to enable the accountabilities of this position to be accomplished.

Print Manager Name _____ Manager Signature _____ Date _____