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PCA JOB DESCRIPTION

JOB TITLE: **Medical Assistant**

This Medical Assistant (MA) non-exempt position works under the day to day clinical supervision of the Physician or Advanced Practice Nurse (APN), and under the administrative supervision of the Medical Director. Provides traditional medical assistant functions as an unlicensed health care professional authorized to perform certain tasks delegated by state-licensed physicians. The delegating Physician remains responsible for the acts of the MA performing the delegated medical duties. MA works as a member of the treatment team; and helps promote a welcoming and therapeutic atmosphere for clients and families.

RESPONSIBILITIES:

ESSENTIAL FUNCTIONS:

- Follows Physician orders and follows through as directed with supervision.
- Coordinates orders for laboratory procedures, receives lab results, and reports abnormal values to Physician or Advanced Practice Nurse, as delegated by a state-licensed Physician.
- Assists clients with securing and maintaining assistance from Patient Assistant Programs (PAP) of pharmaceutical manufacturers.
- Serves as a member of the treatment team to ensure excellent quality of client care. Coordinates actions to meet client's medical needs according to Treatment Plan, in cooperation with the rest of the treatment team and/or by Physician order.
- Communicates with others involved in client's care, regarding medication and medical treatment issues, as needed.
- Accesses community resources in coordination of care outlines by Treatment Plan.
- Participates as a team member in crisis intervention, and in prevention and de-escalation of difficult behaviors.
- Ensures safety of patients, staff, and visitors; participates in the Health and Safety program.
- Documents observations, all delegated medical services provided, and laboratory results, according to policies and procedures of PCA and in accordance with state-licensed Physician directives, within 24 hours of provision.
- Participates in the Quality Improvement program and Corporate Compliance program.
- Compliance with all HIPPA, Protected Health Information (PHI), federal/state regulatory requirements and PCA confidentiality policies/procedures.
- Performs other duties as assigned.

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NON-ESSENTIAL FUNCTIONS:

- Provides individual education to client and/or family when necessary, and completes appropriate documentation.
- Attends staff meetings and communicates medical concerns.

KNOWLEDGE, SKILLS, & ABILITIES:

- Ability to prioritize multiple duties and respond to urgent needs in a calm, controlled, effective manner.
- Ability to carry out day-to-day tasks with minimal supervision, and to assertively request information or supervision when needed.
- Ability to collect and record data regarding client's physical needs and common illnesses, and triage appropriately.
- Ability to triage clients, staff, or visitors who have acute symptoms, and make recommendations to Physician or APN.
- Knowledge of methods and techniques of intervention and treatment for serious mental illness and emotional disturbance, as directed by a delegated state-licensed Physician.
- Knowledge and understanding of psychiatric terminology and diagnostic categories.
- Knowledge of the relationship of mental illness, physical illness, and abuse of alcohol or other drugs.
- Knowledge and understanding of client rights including self-determination and privacy, ability to establish and maintain appropriate interpersonal boundaries; ability to differentiate between actions that increase dependence versus actions that empower clients and support recovery.
- Ability to establish and maintain effective communication and working relationships with clients, families, law enforcement, court officials, staff, other professionals, and Physician or APN, and the community.
- Excellent verbal and writing skills, for documentation and professional liaison, and for clear and respectful communication with clients and families.
- Ability to work as a member of a multidisciplinary team.

EDUCATION & EXPERIENCE:

- High School Diploma
- Certified Medical Assistant (CMA) or Registered Medical Assistant (RMA) Preferred
- Experience with recovery-oriented mental health services and multidisciplinary team treatment of mental illness, substance abuse and emotional disorders is preferred.
- Maintain certification in CPR and First Aid or acquire before patient contact.
- Maintain current Arkansas Driver's License, with insurability and good driving record.

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SPECIAL CONDITIONS:

- Adult and child maltreatment registry background checks are required every 2 years.
- A criminal background check is required every 5 years.
- A drug screening and TB test are required.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

The employee is occasionally required to sit, climb, balance, stoop, kneel, crouch or crawl. The employee must frequently lift and move up to 10 pounds and occasionally lift and move objects up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Employee Signature Date

Supervisor Signature Date