



JOB DESCRIPTION

This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship with Van Buren County Hospital.

POSITION: Clinic CMA	STATUS: Hourly, Non-Exempt
DEPARTMENT: Clinic	DATE EFFECTIVE:
DIRECTLY REPORTS TO: Nurse Manager INDIRECTLY REPORTS TO: Clinic Director	REVISED: 10/16/23
SUPERVISES: N/A	SECURITY LEVEL: medium

PRIMARY FUNCTION & POSITIONAL PURPOSE

Be available to assist and follow the physician's and mid-level provider's orders and assist as necessary in the care of the patient. Responsible for performing tests and reporting results to the provider for use in diagnosis, treatment and/or monitoring treatment of diseases.

ALL EMPLOYEE ESSENTIAL FUNCTIONS

All Employee Essential Functions are those tasks, duties, and responsibilities that are necessary for every VBCH position to accomplish the organization's purpose and objectives. Essential functions are critical or fundamental to the performance of the job. They are the expectations for which every person is held accountable.

- Call patients into rooms for examinations: obtain weights, blood pressures, temperatures include pulse, respiration when needed. Review patient's chart. Record and obtain patient's symptoms, make observations, listen, answer questions and reassure. Obtain past medical history and family history as appropriate. Obtain or review medications patient is currently taking and medication patient is allergic to. Record all of the above information in patient's electronic medical record chart and sign.
- Communicate information on a timely basis, consistent with clinic policy and urgency of the situation. Communication is verbal, as needed and through complete and accurate documentation in the electronic medical record.
- Assist physicians and mid-level providers with examinations as necessary.
- Set up for procedures to be done, for example: removal of lesions, suturing of wounds, casting of fractures, dressing of burns and assist with these procedures. Explain procedures to patients. Instruct on follow-up care of above at home.
- Give therapeutic injections, IM and subcutaneous injections as ordered, immunizations and weekly or twice weekly allergy injections. Tine test or PPD when needed.
- Change dressing on wounds and burns, do eye testing checks as needed.
- OB checks – including blood pressure, weight, dip urine, fetal heart tones with doppler. Obtain brief symptomology of each OB patient.
- Do well-baby checks – weights, lengths, and head circumference; do growth charts.
- Handle phone calls. Evaluate phone calls to save time for the physicians. Evaluate also as to emergencies, illnesses or injuries. Advise whether can try treating at home, should be seen later at the clinic, or if emergency, seen immediately at the clinic or Hospital Emergency Department. When patients call: listen, reassure, advise, reinforce what the physician has told them, answer questions, explain procedures, call pharmacies with refill prescriptions, check with physician if necessary. Call patients with reports, explain the tests that are ordered, make appointments for referrals.
- Talk with home health nurses regarding questions on patients of clinic they are seeing and caring for. Help them as necessary.

- Participates in the development, implementation, and evaluation of the clinic Quality Assurance Program and pertinent activities.
- Assists with performing miscellaneous office duties, i.e., filing, and/or retrieving medical records, tapes, reports, mailing, dictation, and other secretarial duties as necessary.
- Follows established safety practices including biohazards, exposure control plan (blood borne pathogens), infection control to include universal precautions, employee right to know (hazardous chemicals), and chemical hygiene standard.
- Performs routine and/or CLIA waived tests in all areas of the laboratory assigned (hematology, immunohematology, immunology, bacteriology, routine chemistry).
- Performs phlebotomies including capillary punctures and venipunctures.
- Processes specimens utilizing protocols and technical knowledge.
- Calibrates, standardizes and maintains instruments following established procedures.
- Performs quality control to ensure proper functioning of instruments, reagents and procedures.
- Reports and charts patient reports according to times indicated in policy and collection manual.
- Assists in teaching students and new employees.
- Researches and develops new procedures as assigned
- Generally, keep examination rooms clean, neat, organized. Keep supplies, equipment, and instruments in place and ready for use. Clean, sterilize or sanitize all instruments. Make up packs for doing excisions, suturing of lacerations and treating burns. Clean and disinfect.
- Order all medical supplies for patient care; dressings, cleansing solutions, drape sheets, table paper, splints braces, cast materials and etc. Keep all supplies always in stock, instruments and equipment up-to-date and in working order and repaired or replaced as necessary. Order all topical, oral or injectable medications for stock supplies and keep them updated. Keep emergency meds updated. Replace as used.
- Arrange for pharmaceutical representatives to visit with the physicians. Arrange for sample medications. Become aware of new medications used. Keep sample cupboard neat, orderly and sample medications up to date.
- Hand out educational materials when able and situation warrants. Give out specific diet as ordered by physician.
- Remain at the clinic, available to assist the physicians until all patients are cared for.
- Copies medical records appropriately as authorized.
- Responds to inquiry calls from patients or other health care providers.
- Performs job in compliance with hospital clinic policies and procedures and professional community standards.
- Protects confidential documents in a manner that prevents unauthorized access.
- Share information appropriately and timely in accordance with clinic policy.
- Reports all client concerns to the Clinic Manager.
- Operation of various office machines, i.e., fax, copier, computer.
- Assists with location of medical records.
- Cross train as Clinic Receptionist and learn the roles and duties assigned to that position for times of need.

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- Attendance at work on a regular and reliable basis.
- Maintains patient, hospital and, employee confidentiality in all aspects of the job.
- Meets with supervisor concerning policies and procedures, work assignments, financials and other functional problems. Keeps supervisor informed of department activities and needs.
- Complies with all established policies and procedures of the hospital and of the department, to include the Code of Conduct and the Code of Ethics and Compliance.
- Must be able to safely work in an environment where latex is prevalent.
- Complete annual education requirements. Stays up-to-date with industry matters.
- Attend meetings as appropriate.

- Meets standards of hospital infection control.
- Maintains all applicable regulatory requirements, including licensure requirements when applicable.
- Commits to being diligent about safety policies and practices within the organization and assigned department.
- Accepts additional duties as assigned when they are deemed appropriate by the employee's supervisor

ONE CULTURE BEHAVIORS – ALL EMPLOYEES

All employees of VBCH are expected to display the cultural values and competencies of VBCH. This is an essential function of each employee's job and all positions will be held accountable for demonstrating these behaviors.

1. Be One - I benefit from and strengthen VBCH.

- **Think TEAM, not self.**
 - Have a shared sense of purpose and clear goals and understand that we all make a difference
 - Appreciate diversity, recognize each individual has value and we can accomplish more together.
- **Ask for help. Give help.**
 - Make time for everyone. No one is an interruption. Each person is my reason for being at VBCH.
 - Be honest and open in all relationships, interactions, and in providing care.
- **Communicate like your life depends upon it.**
 - Take time to explain and communicate what to expect.
 - Respectfully and effectively communicate within your department and within the organization.

2. Personalize Care – Your experience. My responsibility.

- **Bring energy and passion every day.**
 - Ensure consistent care by committing 100% to each individual patient, family and staff member.
 - Deliver the best outcome and excellent service through the dedicated effort of every team member.
- **Serve the patient or support someone who does.**
 - Look beyond assigned tasks and job duties and focus on your purpose.
 - Embrace supporting one another as a way of achieving greatness.
- **Invest the time to listen, care and connect.**
 - Treat others as you would like to be treated – with dignity, respect, care and sensitivity to privacy.
 - Reassure the patient and their family that you know the importance of your job in relation to the care.

3. Own It – I own my actions to deliver Key Results.

- **Step up or step aside.**
 - Lead by example; be honest and trustworthy, while always maintaining confidentiality.
 - If unable to meet a request, find someone who can.
- **Take responsibility for your attitude and impact.**
 - Accept personal responsibility to always do the right thing even when no one is looking.
 - Take the time to do things right the first time.
- **Make excellence happen.**
 - Follow through when you tell someone you will do something for them. Make contact with them throughout the process as well as after the task is completed.
 - Realize what we do is a reflection of ourselves and our organizations.

4. Improve Daily - I make improvements every day for those we serve including each other.

- **Have a “get better” mindset.**
 - Strive to be the best at what we do. Seek ways to continually improve patient and employee satisfaction.

- Seek out opportunities to improve skills for personal and professional growth; supporting common goals of the organization.
- **Be coachable.**
 - Sincerely acknowledge and take corrective action when expectations are not met.
 - Commit to professional and personal development.
- **Seek solutions. No blaming, complaining or defending.**
 - Problem solve with input from each individual. Maintain a positive attitude and focus on solutions by working through challenges and conflict together.
 - Focus on process when seeking solutions, not on people.

5. Innovate - I imagine and embrace bold new ideas to revolutionize health.

- **Challenge the status quo. Create new possibilities.**
 - Look for opportunities to improve the patient, family and staff experience through innovative thinking and process improvement.
 - Be an active participant in organization activities and community events.
- **Be proactive and embrace change.**
 - Be receptive to different ideas and responses from fellow coworkers.
 - Be open and willing to change to improve outcomes.
- **Be curious – don't be afraid to fail.**
 - Be willing to go the extra mile and do what is necessary, even if that means to do things differently, to not only meet but exceed expectations.
 - If you or the team fails, grow from the experience and try again.

EDUCATION, CERTIFICATION, & EXPERIENCE REQUIREMENTS

Graduate of an accredited school of Nursing.

Current CPR Certification – Healthcare Provider Level

Mandatory Reporter Certification

Valid registration as a Certified Medical Assistant in the State of Iowa.

Prior experience as a nurse in a clinical setting is preferred.

WORKING ENVIRONMENT

Note: Reasonable accommodations may be made for individuals with disabilities to perform the essential functions of this position.

Conditions	Never 0%	Occasionally 1 - 33%	Frequent 45 – 66%	Continuous 67 – 100%
Indoors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Computer Operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Outdoor exposure to extreme cold or extreme heat	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to wet and/or humid conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excessive Noise including patient call lights, buzzers and alarms	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dusty	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to Latex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other – please explain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electricity and/or Electric Shock	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals and fumes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

High, exposed places	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moving mechanical parts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power or impact tools	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other – please explain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift/Carry				
1 – 10 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11 – 20 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21 – 50 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51 – 75 lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75+ lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Push/Pull				
1 – 10 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 – 20 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21 – 50 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51 – 75 lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75+ lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Movement				
Sitting for long periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bend/Stoop/Twist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crouch/Squat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel/Crawl	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Above the shoulders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Below the shoulders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Repetitive Motion (arms, wrists, hands)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Grasping	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climb Stars/Ladder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uneven Walking Surface	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Even Walking Surface	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Balancing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finger usage (feeling for pulse, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communication (talking and hearing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Visual Acuity for reading and computer usage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Visual Acuity for drawing measurements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

EMPLOYEE HEALTH REQUIREMENTS

Must follow all employee health requirements including, but not limited to, the following:

- Employee Health screenings every 4 years after hire as required by State Law
- Yearly flu shots. If flu shots are denied, you will be required to wear a mask at ALL times while on duty during respiratory illness season.
- COVID vaccination – If COVID vaccination is denied you will be required to wear a mask at ALL times while on duty during respiratory illness season.

SIGNATURES

I have read this job description and understand the physical requirements and essential job functions. I am able to perform these essential job functions with/without reasonable accommodations. Required accommodations are explained below:

Employee Signature

Date

Department Head Signature

Date

DISCLAIMERS

Van Buren County Hospital has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. A review of this job description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions. Employees will be required to follow any other job-related instructions and to perform any other job related duties requested by his/her manager. Requirements are representative of the minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the employee will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Non-Discrimination Policy: It is the policy of Van Buren County Hospital not to discriminate in its services, programs, or employment on the basis of race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity. Van Buren County Hospital reasonably accommodates those persons with disabilities to allow for the performance of essential job functions or who may require alternative means for access. Any concerns or requests for accommodations should be directed to Ashley Moyer, ashley.moyer@vbch.org or 319-293-8747.