

New York State Department of Civil Service

DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 2587000

Medical Assistant, Grade 8

Brief Description of Class

Medical Assistants perform clinical, laboratory, and clerical support activities in inpatient care areas of the hospital, hospital ambulatory services, outpatient clinics, and laboratories. Incumbents assist physicians or other hospital/medical personnel in providing patient care, preparing patients for procedures and examinations, recording vital patient data, and performing standardized routine laboratory procedures such as phlebotomy, patient specimen collection, and specimen processing. Incumbents also perform routine clerical activities such as greeting and directing patients, accessioning tests, producing reports, answering telephones, gathering and entering data, and scheduling appointments.

Distinguishing Characteristics

Medical Assistant: non-supervisory; performs clinical and/or laboratory duties at least 50% of the time in accordance with prescribed procedures. Duties of the position may vary when assigned to an inpatient versus outpatient care area of the hospital.

Illustrative Duties

Medical Assistants function under the direct supervision and guidance of nursing personnel, physicians, and other medical and laboratory personnel in the performance of assigned duties. The supervisor oversees and instructs them in how to perform unusual or special procedures and techniques, spot-checks work and provides overall direction, control and guidance. Abnormal findings or conditions are referred to the supervisor for review, confirmation, and further investigation. Medical Assistants must share pertinent information regarding patient care with physicians and nursing personnel. During an emergency situation, these positions are expected to immediately get the assistance of physicians and nursing personnel but their assistance to gather the necessary equipment during such situations may be required.

Clinical and Laboratory Activities:

- Acclimatizes patient and family to unit, provides general information regarding room, unit, and hospital. Obtains, records, and exchanges information on behalf of or with patient.
- Prepares patient for exam or laboratory test. Answers routine questions relative to procedures and assists physician with the examination process, including chaperoning patients during clinical exams. Accurately records the patient's stated reason for visit, recent medical problem(s) and other information as required.
- Reviews all relevant information with patient, prepares and distributes patient information packets relating to the nature of the specific illness and/or medical procedure.
- Obtains and records patient information such as weight, height, blood pressure, and vital signs. Performs various routine laboratory techniques such as dipstick urines, fingerstick glucose, etc., and performs additional screening such as vision testing as required.
- Provides basic patient care to include ambulation, range of motion, support of activity, hydration, nourishment, personal hygiene, comfort measures, vital signs, and toileting. Answers routine questions relative to procedures and assists physicians or other health care personnel during clinical exams and procedures.
- Assists patient with ambulatory difficulty. Escorts and transports patient to other areas.
- Processes patient orders, checks lab orders and completed draws, following up as necessary as authorized by established policies, and calls in orders for additional testing as authorized by physician or other licensed medical personnel.
- Processes medical orders, patient orders, and health care provider orders in accordance with established policy and in accordance with the documents in the patient's medical record. This includes scheduling follow-up appointments, entering lab information into the computer system, performing simple, non-sterile dressing changes, and other duties that do not involve use of professional judgment, critical thinking, or provision of skilled care.
- Operates a variety of laboratory equipment (i.e., centrifuges) using

standardized procedures in the preparation of sample material for testing, and records results in patients' medical records or in computer.

- Centrifuges patient specimens/balance tubes. Subdivides specimens and determines which specimens must be sent to outside laboratories. Identifies unsatisfactory specimens (clotted, hemolyzed, QNS, etc.).
- Cleans, prepares and sterilizes instruments according to established procedures and disposes of contaminated supplies in accordance with established procedures.
- Under the direction of a registered nurse, obtains peripherally drawn blood specimens; obtains and transmits 12 lead EKG; obtains, documents, and notifies registered nurse regarding blood glucose level results obtained via point of care testing; and performs glucometer quality control checks per established policies.
- Performs patient phlebotomy which involves identification of draw site and specimen requirements. Utilizes universal precautions in specimen collection on adult and pediatric patients when performing venipuncture, macro and micro sampling, proper disposal of used equipment, and transporting patient specimens to the lab. Follows up on unidentified or misidentified patient labeling, missing specimens or requisitions, or inappropriate or duplicate test orders.
- Serves as a patient safety companion providing visual patient observation for patients at risk. Monitors patients on suicide watch as required by policy. Communicates patient behavior to appropriate nursing/medical staff. Documents observations related to patient behaviors, affect, interactions with others, and responses to registered nurse safety interventions.
- Summons assistance in emergency situations and obtains needed equipment.

Clerical Activities:

- Greets visitors, directs them to appropriate locations, and responds to routine visitor questions.
- Processes incoming/outgoing mail and reports; sort and delivers mail to designated personnel and patients; and prepares routine patient related correspondence.
- Answers phones, screens and routes calls as appropriate, and takes

complete and accurate messages. Refers problematic phone calls to appropriate party, pages, staff, and contacts other areas of hospital as necessary for information.

- During initial telephone triage, must be able to identify severity of patient's medical condition in order to know whether or not patient can be seen in clinic, physician's office or must be referred to emergency room. Elicits accurate information and records it according to prescribed protocol.
- Responds to inquiries from physicians, nurses, or other medical personnel regarding patient information and/or test results.
- Answers routine patient questions related to scheduling, billing, and additional testing that has been ordered, etc.
- Prepares daily patient scheduling reports. Transcribes or processes orders as needed. Routes patient correspondence and information as required.
- Performs patient reception, monitors patient flow, schedules appointments, including return visits or additional laboratory tests, provides necessary patient visit instructions, and handles appointment changes.
- Accessions laboratory test from requisition. Using hospital CAIS and/or Pathology Laboratory Information System, enters proper patient and ordering clinician demographic information, enters appropriate laboratory tests, and generates bar code labels with patient and test information.
- Performs patient specimen processing which includes initiating calls to the appropriate party to obtain correct information or specimen, identification of specimen, labeling specimen, and data entry of patient information into computerized system. Prepares specimens for transportation and may transport specimens to appropriate laboratory.
- Registers and/or enters patient information into computer databases, including but not limited to patient demographics, on-line charge entry, etc.
- Checks insurance eligibility and, as needed, obtains prior approval from insurance companies. Determines required co-payments, collects patient payments and provides receipts.
- Reviews and processes patient charges by reviewing encounter tickets containing CPT codes and entering the codes and charges into the computer system.

- Maintains stock in patient care area, conducts inventory, and reorders medical and office supplies based on established requirements using automated and manual purchase order processes.
- Prepares updates and maintains patient charts and files; reviews medical records ensuring that all required patient information is accurate and available; maintains daily and clinical logs.
- Identifies resources to contact for maintenance and repairs. Arranges for work orders for departments such as telecommunications and the physical plant.

Communication

Medical Assistants have frequent oral communication with patients and their families to obtain, provide, or elicit information. They also have daily contact with physicians, and laboratory and medical personnel in the performance of routine clinical, laboratory and clerical activities. They regularly confer with medical and/or other professional staff regarding procedures and processes. During an emergency situation, these positions are expected to immediately get the assistance of physicians and nursing personnel.

Minimum Qualifications

Open Competitive: One year of experience performing clinical and clerical support activities in a health care setting, or completion of a medical assistant program.

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

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