

Job Title:	Medical Assistant – Elective Services	Job Status:	Non-Exempt
Reports To:	Cosmetic Team Lead/Clinical Coordinator	Pay Grade:	
Department:	Cosmetic	Department Code:	000150
Location:	Fresno		

SUMMARY

Responsible for performing duties necessary to assist the physician, laser RN, and esthetician; includes educating patients on cosmetic procedures and selling retail skin care products. Medical assistants may also be required to cover front desk duties in the absence of the receptionist, including phone coverage, scheduling, collecting and posting payments. The Medical Assistant reports to the Team Lead, as well as the Clinical Coordinator and Clinic Manager.

DUTIES AND RESPONSIBILITIES (Other duties may be assigned)

- Performs consistently in a professional, legal, and ethical manner.
- Performs as a team player; actively participating in meetings and events as appropriate.
- Observes all Company policies and procedures.
- Escorts patient to rooms. Obtains history as required by patient’s chief complaint. Obtains medication list and any other information required to meet PQRI and documents appropriately in chart. Obtains photographs of the patient based on their chief complaint. Sets up equipment and instruments in exam room according to scheduled procedure or anticipate physician needs if a non-scheduled procedure is likely.
- Assists physician with biopsies and surgical procedures such as excisions, injections and other minor surgeries. Assists RN with laser and light treatments.
- Correctly summarizes and documents what the physician says during an examination, including actual physical exam information, assessment and treatment plan.
- Under direct supervision of the physician, provides consent, obtaining necessary signatures.
- Straightens, cleans and replaces bedding or supplies (when applicable) after all patient visits.
- Performs nursing procedures such as suture removal under direct physician supervision.
- Assists with handling of specimens for pathology as per policy. Completely and correctly fills out all pathology and laboratory requisition documents for patients as required by physician.
- Stocks all rooms and medication cabinets, properly disposing of all expired medications.
- Performs required sanitation and instrument sterilization duties.
- Orders supplies as needed to avoid shortages.
- Maintains knowledge of equipment in minor surgery room, including care, cleaning and maintenance.

Form Number: HR 455.1	Revision: A	Effective Date: 2/1/2009
Document Owner: Human Resources	Document Approver: Human Resources	Revision Date: 07/25/2017
Document Author: Human Resources Manager		

- Accurately performs and documents inventory counts for all retail products.
- Be an effective liaison between patient and surgeon, answers basic questions about surgery (as directed by the surgeon), educates patient about proposed treatment plan, medication use, and understanding their responsibility for compliance after surgery.
- Has knowledge of all retail skin care products, attends and participates in product training with skin care company representatives as necessary. Educates patients on retail skin care protocols and pricing.
- Has ability to provide full coverage of all front desk duties, including but not limited to: answering phones, scheduling appointments, basic understanding of insurances, inputting new patient demographics, collecting and posting payments, checking in/out all patient appointments, balancing and all end of day closing procedures.
- Accurately completes cosmetic (cash pay) treatment and skin care financial paperwork.
- Performs all EHR scanning duties efficiently and accurately.
- Obtains and sends patient documents as required by physician, including but not limited to: Outside referrals to specialty care or University evaluations, generating and sending letters to referring physicians.
- Accurately downloads and files all digital photography files into patient charts.

ESSENTIAL SKILLS AND ABILITIES:

- Demonstrate excellent communication and customer service skills.
- Present in a friendly, caring manner to promote the practice and put the patient at ease.
- Present in a professional manner when counseling patients on cosmetic products and procedures.
- Demonstrate appropriate problem-solving and analytical skills.
- Have the ability to work independently and as a team member.
- Be well-organized with attention to detail.
- Be able to manage multiple projects simultaneously.
- Demonstrate basic digital photography skills.
- Efficient use of calculator, computer, other office equipment.

SUPERVISORY RESPONSIBILITIES

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Form Number: HR 455.1	Revision: A	Effective Date: 2/1/2009
Document Owner: Human Resources	Document Approver: Human Resources	Revision Date: 07/25/2017
Document Author: Human Resources Manager		

LICENSES/CERTIFICATIONS

MINIMUM REQUIRED:

- None

PREFERRED:

- Certification in specialty (COA, COT, COMT, similar); Current CPR certification

EDUCATION and/or EXPERIENCE

MINIMUM REQUIRED:

- High School Diploma or general education degree (GED)

PREFERRED:

- 1+ year recent experience as Ophthalmic, dermatology or plastic surgery medical assistant and/or technical school training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization. Frequent contact with nursing staff, patients and their families, and physicians. Works with confidential information regarding patients. Bilingual preferred.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to solve practical problems and deal with variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

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. Employee must possess manual dexterity for typing on the computer keyboard, vision required to view computer monitor, read number and printed material, mobility sufficient to reach lift and transport file and other work material to work areas and ability to sit and/or stand for long periods of time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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

Form Number: HR 455.1	Revision: A	Effective Date: 2/1/2009
Document Owner: Human Resources	Document Approver: Human Resources	Revision Date: 07/25/2017
Document Author: Human Resources Manager		

	Occasionally (<25%)	Regularly (25%-50%)	Frequently (>50%)
Sitting		X	
Standing		X	
Walking		X	
Climbing	X		

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EMPLOYEE ACKNOWLEDGMENT

I have received a copy of the position description and have read and understand the contents.

Employee Name (Please Print)

Employee Signature

Date