



**Disability Services  
Safety and Claims Management**  
Department of Executive Services  
Human Resources Division  
500 4<sup>th</sup> Avenue, Room 500  
Seattle, WA 98104  
(206) 477-3350  
(206) 296-0514 FAX

Employee :

Claim # :

## JOB ANALYSIS

Job Title:	Medical Assistant		
Department:	Public Health	Division:	Community and Health Services
DOT Title:	Medical Assistant	DOT #:	079.362-010
SVP:	7	Requestor:	Teresa Fager
Worksite Address:	14350 SE Eastgate Way Bellevue, WA 98007	Office Contact Name/ Phone/ Email:	Shayla Holcomb 206-477-8315 shayla.holcomb@kingcounty.gov
Original Analyst:	Kyle Pletz, VRC, CDMS	Analysis Date:	1/3/18
Update Analyst:		Update Date:	

On-Site       Interview       Representative

### JOB DUTIES:

The Medical Assistant is responsible for assisting health care providers providing primary care in various primary care and family planning Public Health ambulatory care clinics. The incumbent works as a paraprofessional performing delegated patient care functions under the clinical direction of a Physician, Advanced Registered Nurse Practitioner (ARNP) or Registered Nurse and under the supervision of a site manager or Personal Health Services Supervisor (PHSS) and Float Pool Personal Health Services Supervisor. Medical Assistants work collaboratively within a multi-disciplinary clinic team; perform administrative support duties, conduct education and outreach activities; research various topics and information; conduct assessments, and are expected to regularly adapt their role/tasks in order to maximize clinic efficiency and flow. Additional duties vary depending on the practice specialty but can include: family planning; immunizations; phlebotomy; medication administration; intramuscular, intradermal (including ppd's) and subcutaneous injections; data entry into tracking system.

### ESSENTIAL FUNCTIONS ACCORDING TO THE EMPLOYER:

All King County jobs require ability/essential function to:

- Demonstrate predictable, reliable, and timely attendance.
  - Follow written and verbal directions to complete assigned tasks on schedule.
  - Read, write, and communicate in English & understand basic math.
  - Learn from directions, observations, and mistakes and apply procedures using good judgment.
  - Work independently or as part of a team and interact appropriately with others.
- 
- Assist primary care and family planning providers with patient care; and coordinate efficient clinic flow by promptly rooming patients.
  - Accurately perform diagnostic screenings and procedures such as; vision and hearing screening, EKG's, and record adult and child anthropometric measurements.
  - As directed by a Physician and/or Advanced Registered Nurse Practitioner, perform and process blood draws, administer medication and collect specimens.
  - Provide basic health care messages and education on a variety of health topics including healthcare maintenance and prevention as well information regarding reproductive health, emergency contraception and pregnancy options, including abortion referral



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- Monitor, request, stock and clean routine clinic supplies; maintain safety and cleanliness of examination/ treatment rooms and laboratory areas. This may include some bending, lifting, reaching, stooping and moving objects weighing 35 pounds.
- Interview and accurately record client's medical, dietary, and social history, anthropometric and lab results and accurately enter patient information into health information tracking systems and chronic disease registries.
- As directed by a Physician and/or Advanced Registered Nurse Practitioner, phone in prescriptions to pharmacies, schedule follow-up appointments and refer patients for specialty and/or follow-up care as needed.
- Utilize clinic practice management software to assist with scheduling, registering and checking in patients for appointments
- Attend training and responds to emergency situations within the clinic supporting health care providers and emergency personnel.
- Perform pre-visit planning activities, attend huddles
- Assist with procedures
- Administer vaccines, and single dose medications via the following routes; oral, subcutaneous, intradermal, intramuscular, intranasal.
- Perform phlebotomy
- Perform CLIA waived lab tests

### **EXPERIENCE, QUALIFICATIONS, KNOWLEDGE, SKILLS:**

- Knowledge of asepsis and universal precautions; State and Federal guidelines regarding laboratory safety; handling and/or disposing of bio-hazards and specimens; ability to clean clinic supplies; maintain examination / treatment rooms and laboratory areas.
- Knowledge of Medical Assistant skills including phlebotomy and related laboratory and clinical procedures; medical terminology; vital signs and immunizations.
- Mathematic skills: ability to do basic calculations; convert fractions and decimals; graph anthropometrics and schedule follow ups that are time sensitive, all with a high degree of accuracy.
- Written communication skills to include: ability to provide clerical support; medical record-keeping; utilize patient tracking registries and accurately enter health information data; proficient with computer use.
- Communication skills: ability to effectively communicate with non-English speaking clients utilizing interpreters, when necessary, and/or skilled in a language or customs that enhances service delivery to our clients; experience interviewing clients to obtain their medical, dietary, and social history.
- Work as a team player to collaborate and solve problems with clients and co-workers.
- Understanding of health education techniques; able to educate clients on health care maintenance and prevention; ability to effectively engage the client.
- Understanding of the laws governing health care; HIPAA and the handling confidential information with tact and discretion; understanding of Child Protective Services mandates.
- Willing to provide information and client education regarding reproductive health, emergency contraception and pregnancy options, including abortion referral.
- Ability to set priorities, to make decisions within the scope of position; seek additional information where/when necessary; analyze and evaluate situations; identify problems and implement appropriate action/solutions.
- Ability to successfully perform a number of tasks simultaneously, meet deadlines and work under



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strict time constraints on a regular basis.

- Ability to effectively deal with change; able to be flexible and adaptable; able to gather information and try different ideas to make things work.
- Relates well with diverse personality types; treats everyone fairly and equitably.
- Able to work with a multi-disciplinary team that interacts with the public and community partners while delivering quality healthcare services to racially, ethnically and socio-economically diverse populations.
- Ability to talk to others with ease; listen attentively; be receptive to what others have to say.
- Must have good attendance history
- Desire to work with vulnerable populations who may be experiencing homelessness, mental illness, substance use disorder

Must have current certification from Washington State Department of Health and one of the following:

- Designation as a Certified Medical Assistant from the American Association of Medical Assistants (AAMA).
- Designation as a Registered Medical Assistant from American Medical Technologists (AMT).
- Designation as a Certified Clinical Medical Assistant from the National Healthcareer Association (NHA).
- Designation as a National Certified Medical Assistant from the National Center for Competency Testing (NCCT).
- **Must have Medical Assistant Certification with Washington Department of Health**
- **Documentation of current Basic Life Support (BLS) CPR certification with AED training required at time of hire. CPR/AED Heartsaver courses do not meet this requirement.**

### Special Requirements:

- The selected candidate will be required to pass a thorough background investigation.
- Employees are required to protect the privacy and security of protected health information as defined in State and Federal Law.
- Employees are required to adhere to OSHA/WISHA guidelines including but not limited to completing their mandatory trainings on time.

### Machines, Tools, Special Equipment, Personal Protective Equipment Used:

Computer, phone, fax machine, pens, stethoscope, blood pressure cuff, scale, EKG machine, fetal monitor, cc machine, scanner, audiometer, eye chart, length board, thermometer, charts, syringes, ultrasound machine, surgical instruments, laboratory supplies and equipment etc.



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## PHYSICAL REQUIREMENTS

Frequency Scale	Strength	Work Pattern
<b>N</b> = Never	<input type="checkbox"/> Sedentary	<input checked="" type="checkbox"/> Full-time
<b>S</b> = Seldom (1-10 %, up to 48 min)	<input checked="" type="checkbox"/> Light	<input type="checkbox"/> Part-time
<b>O</b> = Occasional (11-33%, 49 min. – 2 hr 40 min)	<input type="checkbox"/> Medium	<input type="checkbox"/> Seasonal
<b>F</b> = Frequent (34-66%, 2 hr 41 min – 5 hr 20 min)	<input type="checkbox"/> Heavy	8 Hours Per Day
<b>C</b> = Constant (67-100%, more than 5 hr 20 min)	<input type="checkbox"/> Very Heavy	5 Days Per Week
		FLSA Exempt <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

### Work Pattern (continued)

This job is considered LIGHT by the US Department of Labor.

Job Demand	Frequency and Weight (lbs.)					Activity Description
	N	S	O	F	C	
<b>Lifting</b> floor – waist		1-10 11-20				Up to 1 min./time, 1 hr. total while manipulating, EKG machine (10 lbs.), audiometer and other medical supplies.  Up to 30 sec./ time, 30 min. with while manipulating boxes of supplies, infants and EKG machine.
<b>Lifting</b> waist–shoulder		1-10 11-20				Up to 1 min./time, 1 hr. total while manipulating, EKG machine (10 lbs.), audiometer and other medical supplies.  Up to 30 sec./ time, 30 min. with while manipulating boxes of supplies, infants and EKG machine.
<b>Lifting</b> above shoulder		1-5				Up to 10 sec./time, 1 min. total while manipulating items on upper shelves such as medical supplies, reference materials, binders etc.
<b>Carry</b> (Distance/Surface)		1-10				Up to 5 min./time, 3 hrs. total while moving binders, notepads, bag (5 lbs.), ream of paper (5 lbs.), EKG machine (1-2 lbs.), spirometer, measuring board, blood pressure cuff (1 lb.), ream of paper, audiometer and other medical supplies.
<b>Pushing/Pulling</b> (Distance/Surface)		1-10				Up to 100'/time, with a force of 1-10 lbs., up to 2 min./time, 45 min total while opening/closing doors and drawers as well as manipulating a cart within the clinic.

Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Sitting			X			Up to 30 min./time, 1-2 hrs. total, on an office chair or exam room stool, while reviewing health records, talking on the telephone, performing computer duties, interviewing patients and taking vital signs.



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Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Standing			X			Up to 10 min./time, 2 hrs. total on flat carpeted and tile surfaces while interviewing patients, assisting providers, talking on the telephone, reviewing charts, performing lab work, performing injections/immunizations, performing vision screening, weighing/measuring patients and taking vital signs.
Walking				X		Up to 200'/time, on flat linoleum/carpeted surfaces, 5-6 hrs. total while traversing within the clinic.
Perform Work on Ladders		X				Rarely use a step ladder (up to 2 steps) approximately 3-4x/week.
Climbing Stairs		X				Rarely one flight of stairs when going to another facility.
Balancing		X				Up to 5 min./time, 15 min. total while using a stepstool when obtaining/putting away supplies on upper shelves; walking on wet floors after cleaning.
Stooping / Bending			X			Up to 30 sec./time, 1 hr. total while performing injections/immunizations, stocking supplies, measuring babies, performing physical assessments, assisting providers with procedures and picking up toys/supplies. *Can alternate with squat/kneel as needed.
Twisting at Neck			X			Up to 30 sec./time, 1 hr. total while performing injections/immunizations, stocking supplies, measuring babies, performing physical assessments, assisting providers with procedures and picking up toys/supplies.
Twisting at Waist			X			Up to 30 sec./time, 1 hr. total while performing injections/immunizations, stocking supplies, measuring babies, performing physical assessments, assisting providers with procedures and picking up toys/supplies.
Squatting / Kneeling			X*			Up to 30 sec./time, 1 hr. total while performing injections/immunizations, stocking supplies, measuring babies, performing physical assessments, assisting providers with procedures and picking up toys/supplies. *Can alternate with bend/stoop as needed.
Crawling	X					
Reach waist to shoulder				X		Up to 30 min./time, 5.5 hrs. total while writing, typing, taking vitals, performing injections, participating in hand hygiene, drawing blood and stocking supplies.
Reach above shoulder		X				Up to 10 sec./time, 5 min. total while manipulating items on upper shelves; supplies, reference materials, binders etc.
Reach below waist		X				Up to 30 sec./time, 30 min. total while stocking supplies, measuring babies, performing physical assessments, assisting providers with procedures, reaching for items in lower cupboards or examination tables; picking up toys/supplies.
Keyboarding			X			Up to 1-2 min./time, 2.5 hrs. total while performing computer duties.



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	N	S	O	F	C	
Wrist Flexion/Extension			X			Up to 30 sec./time, 1 hr. total while performing injections/immunizations, stocking supplies, measuring babies, performing physical assessments, assisting providers with procedures and picking up toys/supplies.
Handle/Grasp		X				Up to 1 min./time, 45 min. total while taking vitals, manipulating various supplies, restraining children during invasive procedures as well as when opening/closing doors and drawers.
Forceful Grasp	X					Up to 30 sec./time, 5 min total while restraining children during invasive procedures.
Fine Finger Manipulation				X		Up to 10 min./time, 3 hrs. total while performing computer duties, taking vitals, writing, manipulating documents, hearing screening, applying the fetal monitor, performing injections and drawing blood; as well as administering diagnostic tests such as EKG, audiometer, etc.
Hand Controls				X		Up to 10 min./time, 3 hrs. total while using computer mouse, using the blood pressure cuff, hearing screening, applying the fetal monitor, performing injections and drawing blood, as well as administering diagnostic tests such as EKG, audiometer, etc.
Foot Controls		X				Rarely for wastebasket or sink controls.
Repetitive Motion			X			Body Part: fingers Cycles/hr: 200+
Vibratory Tasks – High	X					
Vibratory Tasks – Low	X					
Talking				X		Up to 5 min./time, 4 hrs. total while when conversing with coworkers, superiors, staff, patients and providers; in person or on the phone.
Hearing				X		Up to 2.5 hrs./time, 8 hrs. total while working in a public health clinic that has patients that may have behavioral or mental health issues. Listens for telephone, coworkers and patients. Hearing is also used while identifying potentially dangerous situations in the clinic.
Visual – Near Acuity				X		Computer screen and documents that may have small print.
Visual – Far Acuity		X				Persons within clinic.
Visual – Depth Perception			X			Performing invasive procedures, such as injections or immunizations.
Visual – Color Discrimination		X				Reading lab tests (dip sticks); performing visual inspections (such as skin inspection). Color vision is required.
Visual – Accommodation		X				Between computer screen, coworkers, patients, superiors and staff.
Visual – Field of Vision			X			Interacting with patients that may have behavioral or mental health issues. Identifying safety issues.
Exposure to Weather		X				Rarely traversing to/from meetings.
Extreme Cold		X				Ice packs or items in fridges. Liquid nitrogen.



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### Analyst's Comments:

A cart is available to reduce carrying.

### Possible Employer Modifications:

### Update Comments (if applicable):

**Note:** The information for this job analysis was gathered by either on-site observation, interview and / or is representative of the labor market as indicated on page one. Additional data may have been obtained from standardized industry resources such as the DOT, GOE, COJ, OOH, WOIS and O-NET. On occasion, practicality and feasibility prevent the direct observation and/or gathering of objective, quantifiable data. For this reason, a "best estimate" may have been used.

### Analyst:

Kyle Pletz, VRC, CDMS

Vocational Consultant

8/2/19

Date

### Update (if applicable):

Vocational Consultant

Date

### Employer Verification:

Name

**Shayla Holcomb, BSN, RN**  
**Deputy Chief Nursing Officer**

08.02.2019

Date

### Employee Verification: (optional)

Name

Date



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Physical Demands	Frequency					Activity Description
	N	S	O	F	C	
Extreme Hot	X					
Wet and / or Humidity			X			Washing hands and using hand sanitizer.
Proximity to Moving Mechanical Parts			X			Exam Tables.
Exposure to Explosives		X				Liquid nitrogen, oxygen tanks.
Atmospheric Conditions		X				Liquid nitrogen, oxygen tanks, airborne illnesses.
Exposed Heights	X					
Exposure to Electricity	X					
Exposure to Toxic /Caustic Chemicals		X				Silver Nitrate; toxic waste containers.
Exposure to Radiation	X					
Noise Intensity	<input type="checkbox"/> Very Quiet <input checked="" type="checkbox"/> Quiet <input checked="" type="checkbox"/> Moderate <input type="checkbox"/> Loud <input type="checkbox"/> Very Loud					May have screaming patients.
Other:		X				Employee is exposed to biohazards when handling sharps.



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**MEDICAL PROVIDER:**

- I agree that the employee can perform the physical activities described in this job analysis and can return to work. Date employee is released to return to work if different from today's date: \_\_\_\_\_
- I agree the employee can perform the described job but only with modifications (describe in comments section). Modifications are needed on a  permanent basis or  temporary basis.
- The employee ***temporarily*** cannot perform this job based on the following physical limitations:

**Anticipated release date:** \_\_\_\_\_

**Treatment plan:** \_\_\_\_\_

- The employee is ***permanently*** restricted from performing the physical activities described in this job analysis based on the following physical limitations (state objective medical findings):

**Comments:**

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print Name

- Attending Physician
- Consulting Physician
- Pain Program Physician
- IME Physican
- PCE Therapist
- OT / PT Therapist
- PEP Physician

