

EMPLOYEE:

CLAIM #



Job Analysis Form

ALTERNATE FORMAT AVAILABLE

JOB TITLE Medical Assistant

JOB CLASSIFICATION Medical Assistant

DICTIONARY OF OCCUPATIONAL TITLES (DOT) NUMBER 079.362-010

DOT TITLE Medical Assistant

DEPARTMENT Public Health, Seattle-King County

DIVISION Community Health Services

OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE 30-35

CONTACT'S NAME & TITLE Jane Simpson, Nurse Manager

CONTACT'S PHONE 206-296-4790

ADDRESS OF WORKSITE

2124 4thth Avenue
Seattle, WA 98121

VRC NAME Kyle Pletz

DATE COMPLETED 1/16/07

VRC NAME Jeff Casem

DATE REVIEWED 06/24/2009

WORK HOURS

Hours vary as the employee works in the float pool. Most common shift 8:00/8:30am-5:00/5:30pm, Monday to Friday.

OVERTIME (Note: Overtime requirements may change at the employer's discretion)
Optional, on a rare occasion in accordance with business demand.

JOB DESCRIPTION

Perform paraprofessional-level health care assistance duties in out-patient ambulatory care settings. Responsible for assisting physicians and advanced registered nurse practitioners in providing health care services to patients, performing administrative support duties, adapting role/tasks to maximize clinic efficiency, and performing outreach activities, research and assessment duties. This position is part of the float pool where the employee is required to work at any and all Public Health Clinics.

ESSENTIAL ABILITIES FOR ALL KING COUNTY JOB CLASSIFICATIONS

1. Ability to demonstrate predictable, reliable, and timely attendance.
2. Ability to follow written and verbal directions and to complete assigned tasks on schedule.
3. Ability to read, write & communicate in English and understand basic math.
4. Ability to learn from directions, observations, and mistakes, and apply procedures using good judgment.
5. Ability to work independently or part of a team; ability to interact appropriately with others.
6. Ability to work with supervision, receiving instructions/feedback, coaching/counseling and/or action/discipline.

JOB SPECIFIC REQUIREMENTS

- Knowledge of medical terminology and clinical procedures.
- Knowledge of human systems, including anatomy, physiology, biology, human growth and development.
- Knowledge of behaviors and practices to achieve and maintain good health.
- Knowledge of health care maintenance and prevention.
- Knowledge of asepsis and universal precautions.
- Knowledge of occupational hazards and safety procedures.
- Knowledge of laboratory procedures including phlebotomy.
- Knowledge of Health Care Assistant WAC certification requirements at all levels.
- Knowledge of state and federal guidelines for laboratories, biohazards, laboratory specimen collection and handling.
- Knowledge of common computer software programs.
- Knowledge of administrative support practices and procedures.
- Knowledge of medical record-keeping procedures.
- Knowledge of health and social services resources.
- Communication skills (oral and written) including the ability to read, write and converse in the English language.
- Basic computer/p.c. skills.
- Skill in use of clinical practice management systems.
- Clinical procedure and laboratory skills (vary by clinical assignment).
- Problem-solving and client interviewing skills.
- Record-keeping skills.
- Analytical/assessment and basic mathematics skills.
- Demonstrated skill in working with racially, ethnically and socio-economically diverse populations.
- Skill in performing a number of tasks simultaneously.
- Skill in working as a part of a multidisciplinary team.
- Skill in meeting deadlines and working under time constraints.

Eligibility for Washington State certification as a Health Care Assistant in categories A and E, to be obtained within six (6) months of hire, including:

1. One academic year of formal education at the post-secondary level at an accredited medical assisting school or the equivalent. Education shall include but not be limited to anatomy, physiology, pharmacological principles and medication administration, concepts of asepsis, and microbiology.
2. Adequate physical ability and sufficient manual dexterity to perform the requisite health care services.

ESSENTIAL FUNCTIONS

1. Assist in efficient clinic flow by rooming patients; assist providers with patient care; and perform diagnostic screening tests and procedures such as vision, hearing, and EKG's.
2. Interview clients to obtain and record pertinent medical, dietary and social history; perform and record patient vital signs; document client assessment and care data in health care record.

3. Instruct patients on specimen collection; collect and perform basic laboratory assessment of specimens such as, but not limited to, blood, urine and stool; schedule laboratory tests; perform other laboratory procedures as required by specific clinic population; follow up with physician and/or advanced registered nurse practitioner on abnormal laboratory tests as indicated in clinic protocol; label and log laboratory specimens and maintain laboratory test tracking system.
4. Perform phlebotomy and administer therapeutic injections and medications as authorized by physician and/or nurse practitioner.
5. Provide specific health information to clients according to established guidelines or as directed by provider; provide referrals to health care services and identify available community resources.
6. Obtain and plot adult and child anthropometric measurements using established protocols and evaluate anthropometric and medical history data for health risk factors.
7. Using established protocols, input patient data into, update, and maintain patient chronic disease registries; at the request of the physician or nurse practitioner, develop reports using patient registries and participate in follow-up and tracking activities.
8. Collect clinical information from patients via the telephone and inform licensed professional health care staff of patient needs.
9. Clean, stock and set up patient examination rooms and sterilize examination equipment.
10. Assist administrative support staff in scheduling, registering, checking in and checking out patients.
11. Participate in Department and or PHC emergency response trainings and drills, aid in response to emergency situations and summon other health care providers and emergency personnel in a timely and appropriate manner when necessary.
12. Participate in quality improvement and quality assurance activities as appropriate.
13. Must have the ability to work in all Public Health Clinics.

PERSONAL PROTECTIVE EQUIPMENT USED

Gloves, gowns, masks, eye shield, hand sanitizer etc.

OTHER TOOLS & EQUIPMENT USED

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

PHYSICAL DEMANDS AS JOB IS TYPICALLY PERFORMED

Continuously = occurs 66-100% of the time

Frequently = occurs 33-66% of the time

Occasionally = occurs 1-33% of the time

Rarely = may occur less than 1% of the time

Never = does not ever occur (such demands are not listed)

Highly Repetitive = Repeating the same motion every few seconds with little or no variation for more than two hours total per day.

This job is classified as

Light—exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently and/or a negligible amount of force constantly. A job is light if involves less than or up to the indicated pounds of force and one or more of the following apply; walking and standing to a significant degree, sitting and pushing/pulling of arm or leg controls, or constant pushing and pulling to maintain a production rate even when weight is negligible.

Standing

Health Care Provider initials if restricted_____

Occasionally on flat carpeted and tile surfaces for up to 10 minutes at a time for up to 2 hours total in a work shift. Most commonly occurs while interviewing patients, assisting providers, talking on the telephone, reviewing charts, performing vision screening, weighing/measuring patients and taking vital signs.

Walking

Health Care Provider initials if restricted_____

Frequently to Continuously & Highly Repetitive on flat carpeted and tile surfaces for distances of up to 200 feet at a time for up to 5-6 hours total in a work shift. Most commonly occurs while escorting patients in and out of the clinic, obtaining supplies/charts, alerting provider that patient is present and obtaining medical supplies or people for the provider.

Sitting

Health Care Provider initials if restricted_____

Occasionally on an office chair or exam-room stool for up to 30 minutes at a time for up to 1-2 hours total in a work shift. Most commonly occurs while reviewing charts, talking on the telephone, performing computer duties, interviewing patients and taking vital signs.

Climbing stairs

Health Care Provider initials if restricted_____

Occasionally for up to three flights at a time for up to 30 minutes total in a work shift. Most commonly occurs while traversing throughout various County Public Health clinics with multiple floors.

Climbing

Health Care Provider initials if restricted_____

Rarely for up to 30 seconds at a time for up to 5 minutes total in a work shift. Most commonly occurs while using a stepstool when obtaining/putting away supplies and files on upper shelves.

Balancing

Health Care Provider initials if restricted_____

Occasionally for up to 5 minutes at a time for up to 15 minutes total in a work shift. Most commonly occurs while using a stepstool when obtaining/putting away supplies and files on upper shelves.

Bending neck up

Health Care Provider initials if restricted_____

Occasionally for up to 15 seconds at a time for up to 20 minutes total in a work shift. Most commonly occurs while looking for items on upper shelves.

Bending neck down

Health Care Provider initials if restricted_____

Occasionally for up to 1 minute at a time for up to 1.5 hours total in a work shift. Most commonly occurs while reading charts, taking vital signs, weighing/measuring babies, performing computer work and writing in charts.

Bending/Stooping

Health Care Provider initials if restricted _____

Occasionally for up to 30 seconds at a time for up to 1 hour total in a work shift. Most commonly occurs while stocking supplies, measuring babies, performing physical assessments, assisting providers with procedures and picking up toys/supplies. The employee can alternate bending/stooping with kneeling or squatting in accordance with preference.

Kneeling

Health Care Provider initials if restricted _____

Occasionally for up to 30 seconds at a time for up to 1 hour total in a work shift. Most commonly occurs while stocking supplies, measuring babies, performing physical assessments, assisting providers with procedures and picking up toys/supplies. The employee can alternate kneeling with bending/stooping or squatting in accordance with preference.

Squatting

Health Care Provider initials if restricted _____

Occasionally for up to 30 seconds at a time for up to 1 hour total in a work shift. Most commonly occurs while stocking supplies, measuring babies, performing physical assessments, assisting providers with procedures and picking up toys/supplies. The employee can alternate squatting with kneeling or bending/stooping in accordance with preference.

Reaching above shoulder height

Health Care Provider initials if restricted _____

Occasionally for up to 15 seconds at a time for up to 20 minutes total in a work shift. Most commonly occurs while looking for items on upper shelves such as supplies, syringes, etc.

Reaching at waist to shoulder height

Health Care Provider initials if restricted _____

Frequently to Continuously & Highly Repetitive for up to 30 minutes at a time for up to 5-6 hours total in a work shift while manipulating charts, writing, typing, charting, taking vitals, performing injections, drawing blood and stocking supplies.

Reaching at knee to waist height

Health Care Provider initials if restricted _____

Occasionally for up to 30 seconds at a time for up to 30 minutes total in a work shift while reaching for items in lower cupboards or examination tables.

Reaching at floor to knee height

Health Care Provider initials if restricted _____

Occasionally for up to 30 seconds at a time for up to 1 hour total in a work shift. Most commonly occurs while stocking supplies, measuring babies, performing physical assessments, assisting providers with procedures and picking up toys/supplies.

Lifting 1-10 pounds

Health Care Provider initials if restricted _____

Occasionally for up to 1 minute at a time for up to 1 hour total in a work shift. Most commonly occurs with weights of 2-3 pounds while manipulating charts (1-3 pounds), EKG machine (10+ pounds), audiometer and other medical supplies.

Carrying 1-10 pounds

Health Care Provider initials if restricted _____

Frequently for distances of up to 100 feet for up to 5 minutes at a time for up to 3 hours total in a work shift. Most commonly occurs with weights of 1-3 pounds while transporting charts (1-3 pounds), EKG machine (10+ pounds), audiometer and other medical supplies.

Lifting 11-20 pounds

Health Care Provider initials if restricted _____

Occasionally for up to 30 seconds at a time for up to 30 minutes total in a work shift. Most commonly occurs with weights of 12-17 pounds while manipulating boxes of supplies, stacks of charts and EKG machine.

Carrying 11-20 pounds

Health Care Provider initials if restricted _____

Occasionally for up to 1 minute at a time for up to 15 minutes total in a work shift. Most commonly occurs with weights of 12-17 pounds while transporting boxes of supplies, stacks of charts and EKG machine. A cart is available to reduce carrying.

Lifting 21-50 pounds

Health Care Provider initials if restricted _____

Rarely for up to 15 seconds at a time for up to 5 minutes total in a work shift. Most commonly occurs with weights of 30-40 pounds while manipulating boxes of medical supplies.

Pushing and Pulling

Health Care Provider initials if restricted _____

Occasionally for distances of up to 100 feet at a time with a force of up to 11 pounds for up to 2 minutes at a time for up to 1.5 hours total in a work shift while opening closing doors and drawers as well as manipulating a cart within the clinic.

Handling

Health Care Provider initials if restricted _____

Occasionally for up to 1 minute at a time for up to 2 hours total in a work shift while manipulating larger charts and sticking supplies ? as well as when opening/closing doors and drawers.

Operating Controls with Hands

Health Care Provider initials if restricted _____

Occasionally for up to 10 minutes at a time for up to 2 hours total in a work shift while 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.

Fingering

Health Care Provider initials if restricted _____

Occasionally for up to 10 minutes at a time for up to 2 hours total in a work shift while keyboarding, using the computer mouse, writing, manipulating charts, performing injections, drawing blood, etc.

Feeling

Health Care Provider initials if restricted _____

Occasionally for up to 10 minutes at a time for up to 2 hours total in a work shift while drawing blood, performing injections, and performing skin checks.

Talking

Health Care Provider initials if restricted _____

Frequently & Highly Repetitive for up to 5 minutes at a time for up to 4 hours total in a work shift while conversing with coworkers, patients and providers on the telephone and in person.

Hearing

Health Care Provider initials if restricted _____

Continuously for up to 2.5 hours at a time for up to 7.5 hours total in a work shift while conversing with coworkers, patients and providers on the telephone and in person. Hearing is also used while identifying potentially dangerous situations in the clinic.

SeeingHealth Care Provider initials if restricted

Continuously for up to 2.5 hours at a time for up to 7.5 hours total in a work shift while interacting with coworkers, patients and providers on the telephone and in person. Seeing is also used while identifying potentially dangerous situations in the clinic.

Working with Heightened AwarenessHealth Care Provider initials if restricted

Continuously for up to 2.5 hours at a time for up to 7.5 hours total in a work shift while interacting with patients who may be potentially hostile, intoxicated, violent and mentally ill. The employee also potentially interacts with persons with infectious/communicable diseases/conditions.

ENVIRONMENTAL FACTORS

Work is performed in a public health clinic setting in close proximity to other workers. Copy machine, telephone ringers, and screaming or crying children are the loudest noises in the office. The employee is exposed to persons with infectious or communicable diseases or sicknesses. The worker also interacts with the general public, including potentially violent, mentally ill or hostile persons. Worker can be exposed to bodily fluids and biohazards on a regular basis.

The noise level isHCP Initials if Restricted

Approximately 50-60 decibels. The noise is caused by screaming children, and

Work environment may include the following exposure(s):HCP Initials if Restricted

Outside weather: Rare

Non-weather related temperatures below 55 degrees: Occasionally

Non-weather related temperatures above 75 degrees: Rare

Wet: Frequently

Humidity/dampness: Occasionally

Fumes: Occasionally

Odors: Frequently

Dusts: Occasionally

Mists: Occasionally

Gases: Rare

Moving mechanical parts: Occasionally

Vibration: Rare

Toxic or caustic chemicals: Occasionally

POTENTIAL MODIFICATIONS TO JOB

A cart is available to reduce carrying.

SIGNATURES

Signatures on this page are obtained before the document becomes available for use and are not required each time the document is reused. Obtained signatures are kept on file at King County Safety & Claims. The Health Care Provider signature section is separate and appears on the following page.

Kyle Pletz, VRC, Vocational Consultant

Printed name & title of VRC evaluator

Signature of VRC evaluator

Date

Printed name & title of contact

Signature of contact

Date

Printed name & title of employee

Signature of employee

Date

HEALTH CARE PROVIDER SECTION

Check all that apply

- ☐ The employee is released to perform the described duties without restrictions on performance or work hours as of _____.
- ☐ The employee is released to perform the described duties on a reduced schedule as of _____. The recommended schedule is: _____
- ☐ Temporary until _____ ☐ Permanent as of _____
- ☐ The employee is released to perform the described job with the following modifications: _____
- ☐ Temporary until _____ ☐ Permanent as of _____
- ☐ The employee is not released to perform the described duties due to the following job functions: _____
- ☐ Temporary until _____ ☐ Permanent effective _____
- ☐ The employee is unable to work in any capacity.
A release to work is: ☐ anticipated by _____ ☐ Not expected

The limitations are due to the following objective medical findings: _____

Printed or typed name and phone number of Health Care Provider

Signature of Health Care Provider

Date