



## Job Description

JOB TITLE: MA (Medical Assistant)

DIVISION/LOCATION: Pediatric Clinic / 199 Ululani St, Downtown Hilo, HI

STATUS: Part-Time

Start DATE: January 2017

REPORTS TO: Pediatrician

## Position Summary

The pediatric medical assistant functions under the supervision and guidance of the Pediatrician and participates in the multi-disciplinary process of providing care and treatment to patients and provides clinical support and technical assistance to the professional medical and other staff. The MA is responsible for functioning within the scope of practice dictated by the authority of The Hawaii Department of Education. Individual must be able to manage demanding workload with accuracy. Position requires excellent customer service skills with patients, and their families, other staff, physicians, vendors, and the public.

## Six Qualities of a Successful Pediatric Medical Assistant

- Understand childhood development
- Goes the extra mile
- Always makes it fun
- Has mastered the art of distraction
- Is organized & detailed-oriented
- Has patience & understanding

Pediatric medical assistants work with pediatricians providing care to infants, children and teens under the age of 18. MA is expected to be cross trained and flex between two positions for pediatric medical assistants in the office – front office and back office. Front office medical assistant responsibilities include controlling the flow of patients through the office and collecting co-pays and other forms of payment. Back office medical assistant responsibilities include working directly with patients and the doctor.

## Front Office Duties

The front office pediatric medical assistant is the first person most patients come in contact with in an office setting. The front office assistant is responsible for the paperwork side of the practice. Front office duties include:

- Checking in patients.
- Collecting and verifying insurance information.
- Collecting new patient forms.
- Updating patient files.
- Scheduling laboratory tests and appointments.
- Scheduling follow-up appointments.
- Answering office phone calls.
- Setting up phone appointments.
- Verifying appointments with patients by phone.
- Collecting and processing laboratory reports.

## Back Office Duties

Patients often spend the most time with back office pediatric medical assistants. Medical assistants take patient vitals, including blood pressure, height, length and weight. Depending on the reason for the visit, the medical assistant may ask the patient for a urine sample.

After vitals are complete, the patient is escorted into an examination room where a brief history is taken. The medical assistant will ask about the reason for the visit and collect symptom information for the patient chart.

If the patient is visiting the doctor for vaccinations, the pediatric medical assistant will visit the room after the doctor talks with the patient and parent. The doctor writes orders for specific vaccinations. Pediatric medical assistants give the patient vaccinations and record the location of injection, lot number, vaccination name and method of injection. This information is then recorded on the patient vaccination record. Between patients, back office medical assistants clean, disinfect and prepare rooms for the next patient.

## Special Duties

From time to time, pediatric medical assistants perform special duties to assist the pediatrician. Special duties may include assisting the doctor with circumcisions, rapid strep tests, draw blood and administer medications ordered by the pediatrician.

## Additional Responsibilities

- Give direction to patients who need to go to the lab to perform tests; take test results to the pediatrician
- File documents of patients' treatments for record purposes. This should be done by observing utmost confidentiality in respect of patients' privacy in line with the medical code of conduct guideline
- Assist in scheduling patients' appointments with the pediatrician, and keep both the patient and his/her doctor updated on changes or cancellations of previous appointments
- Inform the pediatrician of the arrival of the patient to the clinic; also keep him/her informed of those waiting to see him/her
- Have a discussion with patients to get information about their health history for use in filling the relevant forms patients need to complete
- Prepare treatment rooms for doctors for them to be able to attend to patients in a conducive environment
- Carry out tests and immunization on patients in line with the pediatrician's instructions
- Facilitate patients' checking in and out of the clinic

- Ensure clinic is cleaned in accordance with the clinic's hygiene standard; also carry out pest control measures to prevent infections
- Inspect clinic's equipment for damage and malfunctioning, to avoid setbacks during treatment procedures
- Document treatment activities in the clinic using the computer

### **Qualifications, Skills, and Knowledge**

- Must have Certified Medical Assistant (CMA) Accreditation: To be qualified for the job of medical assistant to a pediatrician you will be required to pass a CMA program from a recognized institution
- Current Infection Control Certificate is required.
- Basic Life Support (BLS) certification is required
- Likeness for children: The medical assistant will be someone who likes children and enjoys being with them.
- Patience: Dealing with children requires a lot of patience in getting them to do what is expected as they can be reluctant sometimes to follow instructions. Therefore, you will need to be able to persuade them in a gentle manner to work effectively with them
- Must demonstrate consistent professional conduct and meticulous attention to detail.
- Must possess excellent verbal and written communication skills as well as excellent interpersonal skills with patients, staff, and other health care professionals.
- Familiarity with EMR systems a plus.

To apply, please submit your resume to [adminsupport@sunshinepediatricclinic.com](mailto:adminsupport@sunshinepediatricclinic.com)

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