

MEDICAL OFFICE ASSISTANT

DESCRIPTION OF WORK

Work in this class involves assisting with clerical and sub-professional health services in local health departments. Employees perform a variety of clerical and nursing tasks in recording and maintaining patient data and reports and providing information to individuals and families who are recipients of local health services. Duties include assisting physicians, dentists and nurses with standard nursing or dental assignments and laboratory functions. Work is performed under the guidance and supervision of professional health personnel and evaluated constantly for satisfactory completion.

EXAMPLES OF DUTIES PERFORMED

Records, files and maintains patients medical/dental records involving laboratory tests results, appointments, tickler cards and physicians, dentists and nurses diagnosis.

Takes application for new patients, which includes obtaining some personal and medical history from patient; determining the eligibility of patient as outlined by departmental policies and giving the patient the exact date and time of appointments.

Provides chair side assistance to dentists and ensure instruments are ready for use.

Makes out call slips for public health nurses to make home visits on those family planning patients needing visits according to departmental procedures.

Provides information, as directed to them by professional personnel to health services recipients; contacts patients by phone or letter regarding tests results, interviews and overdue appointments.

Escorts patients to their destination within the health department; sets up classroom and interviewing stations and has all needed supplies ready for use during the clinic.

Assists physicians and nurses with standard nursing assignments and laboratory functions such as setting up equipment, performs EKG's, simple hemoglobin and urinal tests, assists physician with pelvic examinations and performs other standard laboratory tests.

Interprets doctors orders and diagnosis to patients.

Performs related duties as required.

RECRUITMENT STANDARDS

Knowledges, Skills, and Abilities

Some knowledge of the principles and practices of patient care and techniques of practical nursing.

Some knowledge of common health and safety precautions in working in local health departments.

Some knowledge of dental clinic operations and protocols.

Ability to work with staff and patients, under supervision, as set up by departmental policies.

Ability to maintain clerical records and to compile reports from these records.

Ability to use sound judgment and empathy in dealing with patients.

Ability to follow oral and written instructions.

Minimum Training and Experience

High school or General Educational Development diploma, completion of a one-year formal training course in medical office assisting at a community college or technical institute; or High school or General Educational Development diploma and a combination of one year of clerical and health/dental related experience; or an equivalent combination of education and experience.

Special Condition for Continued Employment: If applicable, as required, listing as a Nurse Aide I by the North Carolina Division of Health Service Regulation. As applicable, listing as a Nurse Aide II by the North Carolina Board of Nursing within four months of employment.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.