



Missoula County
PHC Medical Assistant II.III.IV

SALARY	\$20.15 - \$23.15 Hourly	LOCATION	Missoula, MT
JOB TYPE	Regular Full-time, 40 hours/week	JOB NUMBER	2023-00088-2
DEPARTMENT	Partnership Health Center	OPENING DATE	07/26/2023
CLOSING DATE	Continuous	BARGAINING UNIT	MFPE - Local 8512
SCHEDULING/HOURS OF WORK	Regular Full Time, 40 Hours Per Week/ 4 Ten Hour Days		

Definition

TO APPLY:

- Please complete all sections of the online application, even if a resume is submitted.
- Please include with your completed application the following attachments: Cover Letter, Resume, Copy of BLS Certification, and copy of valid MT Driver's License. Please also attach a copy of Medical Assistant certification.
- Incomplete applications will be disqualified.
- Complete job description available upon request to the Department of Human Resources.

****We are currently not hiring for an MA I from this recruitment.****

Located halfway between Yellowstone and Glacier National Parks and home to the University of Montana, Missoula is an academic center situated in an outdoor enthusiast's paradise. Depending on the season, you can hike, ski, fish, float rivers, ride mountain bikes, or just sit back and marvel at the surrounding scenery. Join us in scenic, sophisticated, and service-oriented Missoula!

Partnership Health Center (PHC), 2019 and 2022 winner of the Employer of Choice Award for Missoula, and 2022 winner of the Montana Employer of Choice Award, offers impeccable, integrated services to over 16,000 individuals and families. A 7-site, co-applicant Federally Qualified Health Center with Missoula County, PHC fulfills its mission through the provision of a full range of primary care services - medical, dental, behavioral health, and an on-site pharmacy with a dedication to attending to the social determinants of health. Please visit our [website \(Download PDF reader\)](#) to see the amazing benefits you will receive by joining our team such as medical (no cost for employee), dental, and vision insurance, loan forgiveness, retirement plan contributions, and generous paid sick and vacation time.

Provides clinical patient care as a member of a patient centered care team in all aspects of serving the patients of Partnership Health Center (PHC). This position is used to train new Medical Assistants to perform the full component of duties required of that position and prepare employees to advance within the ladder. Employees may be eligible for advancement to the next level based on demonstrated competencies.

Representative Examples of Work

ESSENTIAL DUTIES: Prioritizes patient needs in person and on the telephone. Manages patient flow and ensures that clinic appointments are conducted on schedule, with the primary role of continuity and efficiency by collaborating with patient service representatives, nursing, and provider staff. Conducts and records initial health interview including health histories, medication reconciliation, and prepares patient for examination. Gathers and records vital signs including temperature, blood pressure, height and weight. Documents interactions with patients in accordance with clinic policies and procedures Assists provider in minor procedures, including dressing changes, wound care and first aid. Collects specimens, draws blood and performs the tests allowed as a CLIA-certified laboratory for waived tests based on evidence based research. Maintains control logs for patient testing. Prepares and administers prescription medications to patients including immunizations to adults and children age 12 years and up, in accordance with CDC regulations and guidance, and under the direction of a licensed health care provider, and in accordance with training level and approved competency. Documents medications and immunizations in accordance with PHC policies. Communicates with other health care providers, including other medical offices, hospitals and nursing home, as directed by providers. Coordinates referrals to specialists and outside lab testing facilities as directed by providers. Refills prescriptions per Provider directive and in accordance with PHC Policy and Procedures, and in accordance with training level and approved competency. Accurately records refill in electronic medical record. Maintains clinic work area and equipment, including cleaning and sterilization. Completes other supportive duties directed by care team, including but not limited to paperwork, cleaning of patient rooms, sterilization of equipment and supplies, and organization of supplies. Assists with material management, and stocking of area, inventory and ordering.

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ESSENTIAL DUTIES – MEDICAL ASSISTANT II: Advancement to MA II requires successful completion of PHC Core Competencies for MA I position. Performs all the duties of a Medical Assistant I. Phones in prescriptions to pharmacies as directed by the medical provider. Participates in task force or other clinical committee to strategize and implement workflows and procedures that enhance PHC Clinical Quality measures, while increasing patient safety and care, using Lean principles and further utilization of Patient Centered Medical Home programs. Provides training of new on-boarding team members as assigned by MA Manager/Educator in addition to working with MA and Nursing Students during externship.

ESSENTIAL DUTIES – MEDICAL ASSISTANT III: Advancement to MA III requires successful completion of PHC Core Competencies for MA II position. Performs all the duties of a Medical Assistant I and II. Requires successful completion of a Quality Improvement Project approved by the MA Manager to advance to level IV.

ESSENTIAL DUTIES – MEDICAL ASSISTANT IV: Advancement to MA IV requires successful completion of PHC Core Competencies for MA III position. Performs all the duties of a Medical Assistant I, II and III. Assists with the pulling and tracking of vaccines particularly related to the Vaccine for Children Program (VFC). Completes ImMTrax training. Maintains ImMTrax vaccine access logs. Responsible for organizing and participating in twice-daily Team Huddles per Patient Centered Medical Home Policy as directed. Successfully completes training and performs work as an Electronic Medical Record (EHR) Super User. Serves as a lead worker to support staff and MA staff in PHC clinic.

OTHER DUTIES: Performs related work as required or directed.

SUPERVISION RECEIVED: Works under the general supervision of the Medical Assistant Manager, or designee.

SUPERVISION EXERCISED: None.

WORKING RELATIONSHIPS: Works extensively with the public seeking medical care. Works closely with both volunteer and regular staff including Physicians, Nurse Practitioners, Physician Assistants, Registered Nurses and LPNs. Work is providing patient services in a patient centered environment, to assist the medical providers and to collect or provide information.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE: Considerable knowledge of medical assisting procedures in accordance with the Medical Assistant scope of practice. Considerable knowledge of medical terminology and interviewing methods. Working knowledge of medical office

practices, procedures and techniques. Working knowledge of the principles and practices of HIPAA compliance. Working knowledge of the PHC Corporate Compliance Guidelines.

SKILLS: Skill in collecting blood and urine for laboratory specimens. Skill in the use of patient assessment equipment (thermometer, blood pressure cuff). Skill in using an electronic medical record and in the use of personal computer (word processing). Skill in administering immunizations.

ABILITIES: Ability to work effectively as part of a care delivery team. Ability to remain calm and tactful in stressful situations. Ability to gather information through interview. Ability to respect and maintain confidentiality. Ability to communicate effectively and to follow instructions in the English language, orally and in writing. Ability to establish and maintain effective working relationships with diverse individuals and groups and to be sensitive to the needs of patients.

Minimum Qualifications

MINIMUM QUALIFICATIONS-MEDICAL ASSISTANT II:

An equivalent combination of education and experience may be considered.

EDUCATION: High school graduation or GED.

EXPERIENCE: One year of experience working as a medical assistant or in a healthcare setting.

SPECIAL REQUIREMENTS: Requires a current Healthcare Professional BLS certification or the ability to obtain it within 90 days of hire. Requires immunizations or proof of immunity to certain infectious diseases and a TB test. New employees will be asked to volunteer vaccination status for required vaccines upon hire and will be offered assistance during hiring to receive necessary immunizations. Employees who have not received the vaccines required for their positions or who are unwilling to voluntarily provide vaccination status for required vaccines will receive a reasonable accommodation where such accommodation does not require an undue hardship or endanger the health or safety of any person.

Physical/Environmental Demands

The work is performed while walking or standing most of the time. The work requires medium range lifting, including supply boxes (20-30 lbs.); assisting patients on and off the examination tables; carrying, lifting and restraining children.

Requires the manual dexterity to perform skills such as drawing blood. The employee may risk exposure to bio-hazardous waste (blood, urine body fluids), disinfectant chemicals and communicable diseases. Work schedules rotate and may include evening and weekend hours.

Agency

Missoula County

Address

200 W Broadway

Missoula, Montana, 59802

Phone

406-258-4874

Website

<http://www.missoulacounty.us>