CLASS TITLE: STUDENT HEALTH CENTER ASSISTANT II

BASIC FUNCTION:

Under the general direction of the Coordinator of Student Health Services, provide support for the medical and health promotion components of the department, perform front and back office medical assistant duties and other related duties, as assigned.

DISTINGUISHING CHARACTERISTICS:

The Student Health Center Assistant II classification performs more complex duties such as performing phlebotomy and administering injections, including front and back medical office duties. The Student Health Center Assistant I classification is the entry-level position in this series and incumbents perform clerical and basic medical assistance duties.

REPRESENTATIVE DUTIES:

Administer basic comfort measures to injured/ill persons, as necessary, and assist in contacting an appropriate transport for students to medical facilities; assist medical personnel with emergency care and equipment, as necessary. E

Perform basic health screening procedures, e.g. vision and hearing screening, glucometer, height, weight, blood pressure, pulse, temperature, respirations, laboratory testing, etc. E

Perform phlebotomies and administer injections under the direction of the nurse practitioner or physician. E

Assist physicians, nurse practitioners, registered nurses, and support staff in the delivery of patient care. E

Assist in implementing the policies and procedures for maintaining the confidentiality of medical records and incident reports. E

Assist in the documentation of all immunizations and TB skin tests, filing, recording and reporting of results to appropriate clinicians or other appropriate health agencies. E

Provide a variety of health-related information to patients with direction from the professional staff. E

Assist in the completion of Student Accident Insurance claim forms; notify medical providers of patient needs; assist in the appropriate referrals (MD or NP) of injuries; assist students regarding inquiries on insurance billing concerns, with the appropriate offices to expedite claims and alleviate problems; initiate and process student insurance claims coordinating problem solving with the insurance company and students. E

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STUDENT HEALTH CENTER ASSISTANT II (continued)

Implement policies and procedures for disinfection and handling of contaminated waste or equipment; assist the campus and Student Health Center staff in following Standardized Precautions when handling hazardous waste. E

Clean and appropriately sterilize equipment and instruments. E

Assist in quality improvement/assurance by reviewing the documentation of labs, medications, monitoring controls and temperatures of equipment. E

Make referrals to the Student Health Center Coordinator; differentiate between medical non-emergency and emergency situations; activate the Emergency Medical System (EMS) when appropriate in the absence of the Coordinator or Student Health Center clinical staff. E

Assist in establishing and implementing procedures for the reception and flow of students, including screening and prioritizing student needs in both routine and urgent situations. E

Gather and record statistical data and assist in the preparation and monitoring of the Student Health Center budget. E

Perform general office duties related to the Student Health Center, including: typing letters, reports and memos, scheduling appointments, answering and screening phone calls, and performing publicity/posting tasks or displays related to Student Health Center activities. E

Prepare and maintain accurate and complete records pertaining to all activities of the Student Health Center; assist with the office and medical supplies inventory control and ordering of replacement supplies when needed. E

Answer questions regarding the college Student Health Center and other agencies affiliated with the college and the Student Health Center appropriately; provide assistance to the Student Health Center Coordinator, acting as a liaison with community healthcare providers/agencies and campus departments. E

Perform other administrative duties as assigned: i.e., payroll, contracts, purchasing/requisitions, etc. E

Train and provide work direction to student workers as assigned. E

Perform other related duties as assigned. E

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Injection administration and phlebotomy
Medical office procedures and insurance claims
Business office practices, procedures and equipment
Record-keeping techniques and charting
Operation of a computer terminal, word processing, and other office-related software(s)
Operation of a medical transcribing machine
Oral and written communication skills
Telephone techniques and etiquette
Correct English usage, grammar, spelling, punctuation and vocabulary
Interpersonal skills using tact, patience and courtesy
First aid, CPR and AED procedures
Basic laws and regulations pertaining to health services
Confidentiality, Privacy Act, and HIPAA Guidelines
Procedures for disinfection and handling of contaminated waste or equipment
Appropriate safety precautions and procedures (OSHA Guidelines)
Principles and practices of supervision and training
Medical terminology

ABILITY TO:

Perform phlebotomy and administer injections
Administer first aid to ill or injured patients
Work confidentially with discretion
Appropriately respond to medical emergencies; administer CPR and AED
Operate a variety of medical equipment such as stethoscope, sphygmomanometer, microscope, autoclave, centrifuge, medical transcriber, scales and a variety of diagnostic test kits
Provide health services information to students and staff
Perform medical transcription requiring knowledge of medical terminology
Conduct various medical screening tests
Add, subtract, multiply and divide quickly and accurately
Understand and follow oral and written directions
Communicate effectively (orally and written)
Interpret, apply and explain rules, regulations, policies and procedures
Perform clerical duties such as filing, duplications, typing and maintaining records
Work effectively in multi-task situations and a fast-paced environment
Maintain accurate records and files
Type/keyboard at an acceptable rate of speed
Establish and maintain cooperative and effective working relationships with others
Analyze situations accurately and adopt an effective course of action

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by successful completion of Medical Assistant Comprehensive Front and Back Office Program in accordance with the regulations established by the Medical Board of California and three years experience in a medical office, clinic or hospital setting, including two years providing basic medical back office duties such as administering injections and/or performing phlebotomy.

LICENSES AND REQUIREMENTS:

Valid First Aid, CPR and AED (Automated External Defibrillator) Certificates issued by the American Red Cross, American Heart Association or other authorized agency
Medical Assistant Front and Back Office Certificate
Phlebotomy Certification
Knowledge of a second language may be required for some positions in this class

WORKING CONDITIONS:

ENVIRONMENT:

Student Health Center environment

PHYSICAL ABILITIES:

Dexterity of hands and fingers to operate a variety of office and medical equipment and to administer first aid, injections and phlebotomy
Hearing and speaking to provide and exchange information
Sitting or standing for extended periods of time
Walking
Bending
Seeing to administer first aid and to assure accuracy of documents
Reaching to retrieve and file records

HAZARDS:

Exposure to a variety of illnesses
Exposure to contaminated waste and equipment