



**BOARD OF SUPERVISORS AGENDA ITEM REPORT**

Requested Board Meeting Date: December 15, 2015

**Title:** Classification and Compensation Matters - New Classification

**Introduction/Background:**

The new classification of 4128/Medical Assistant was requested by the Public Health Director-Chief Medical Officer.

**Discussion:**

The Health Department is currently utilizing the classifications 4131/Licensed Practical Nurse (LPN) and 4561/Public Health Aide (PHA) within their clinics and clinical programs. The current LPN job classification was primarily designed for LPNs working in a hospital or long term care setting. The PHA classification is designed to perform a broad range of clinical and non-clinical support functions. The Medical Assistant classification will provide both clinical and administrative duties required within the Health Department's clinics and clinical programs.

**Conclusion:**

By reorganizing the clinical team and support organization to include Medical Assistants as a job classification will allow the Health Department flexibility in staffing, reduce salary costs for the County, and provide for a larger pool of applicants to fill vacant staff positions in clinics and other clinical programs.

**Recommendation:**

It is recommended that Class Code: 4128, Classification Title: Medical Assistant, Salary Grade: M1, Salary Range: \$25,958 - \$57,720, EEO Code: 9 (service), FLSA Code: Non-Exempt (paid overtime), be approved, effective December 1, 2015.

**Fiscal Impact:**

The creation of this new classification has no immediate cost impacts to the County as any additional costs incurred in hiring positions allocated to this classification will be borne by the department from within its current budget. Cost impacts in future budget years will be planned for by the department through the County's normal budget process.

**Board of Supervisor District:**

- 1                       2                       3                       4                       5                       All

Department: Human Resources

Telephone: 724-8111

Department Director Signature/Date: *M. Sp.* 11/19/15

Deputy County Administrator Signature/Date: *Jon Bark* 11-19-15

County Administrator Signature/Date: *C. D. M. Kelly* 11/19/15

*Code: 4128*

*Title: MEDICAL ASSISTANT*

**SUMMARY:** Under direct supervision of a physician, physician assistant (PA), or nurse practitioner (NP), performs delegated clinical procedures appropriate with the required medical assistant education and training in a public health ambulatory setting; performs administrative tasks without direct supervision. This classification is distinguished from the Public Health Aide classification by its emphasis on assisting physicians, PAs and NPs with patient care duties and performing procedures in the clinical setting.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Assists physicians, PAs, and NPs with patient care duties in the clinic environment;  
Takes and records vital signs, height, weight, allergies and medication changes;  
Prepares clients for and assists with examinations, procedures and treatments;  
Sets up, cleans and maintains examination/treatment rooms, including inventory of supplies and equipment and orders supplies as needed;  
Assists with delegated patient education;  
Collect blood specimens via capillary and venipuncture technique;  
Provide a single dose of oral medication to a patient for immediate self-administration under observation and administers subcutaneous and intramuscular injections as directed by the physician, NP or PA;  
Collects and prepares laboratory specimens and performs required Clinical Laboratory Improvement Amendments (CLIA)-waived tests;  
Performs aseptic techniques and infection control;  
Practices universal precautions, including hand washing and disposal of bio-hazardous materials;  
Processes instruments and equipment as needed;  
Screens and notifies clients of normal laboratory/test results;  
Complies with quality assurance practices and established risk management and safety procedures;  
Maintains patient medical records by documenting care/services provided, communications, medications and treatments;  
Maintains confidentiality of patient/client-related conversations, files and documents;  
Responds to, resolves or routes (to appropriate staff) public, patient and staff inquiries concerning clinical, departmental and county activities, policies and procedures;  
Operates computers and other electronic equipment to support office operations;  
Recognizes cultural diversity and adapts communications to individual's understanding;  
Recognizes and responds effectively to verbal, nonverbal, and written communications, and applies medical terminology appropriately;  
Identifies and responds to issues of confidentiality;  
Schedules and monitors client appointments;  
Ensures compliance with third-party and managed care policies, procedures, and guidelines;  
Performs billing and collection procedures.

**KNOWLEDGE & SKILLS:**

Knowledge of:

- local, state and federal government requirements, laws, rules, regulations and standards that apply to Medical Assistants (e.g., CLIA, HIPAA, OSHA);
- Methods and techniques for prevention of safety and health hazards;
- principles and practices of public health;

- medical office and ambulatory care practices and procedures;
- medical terminology;
- medication administration techniques;
- medical record keeping and filing systems, manual or electronic;
- universal precautions, processes and procedures for safety in a medical office and ambulatory setting;
- English, spelling, grammar, punctuation and composition.

Skill in:

- administering oral medications, subcutaneous and intramuscular injections;
- collecting and preparing laboratory specimens and performing CLIA-waived tests;
- interpreting and applying required local, state, and federal government laws, rules, regulations and standards (e.g., CLIA, HIPAA, OSHA);
- performing and maintaining universal precautions and procedures for safety;
- operating computers and other systems to enhance office procedures;
- interpersonal skills with the ability to interact with clients, health care staff, clinicians, and the public;
- proficiency in keyboarding skills, data entry and retrieving information;
- communicating effectively, both orally and in writing;
- following written and oral instructions;
- establishing and maintaining effective relationships with patients, supervisors and health care professionals.

MINIMUM QUALIFICATIONS:

A High School Diploma or General Education Development (GED) Certification and completion of an approved training program accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP), the Accrediting Bureau of Health Education Schools (ABHES), or a medical assisting program accredited by any accrediting agency recognized by the United States Department of Education and one year of work experience as a medical assistant in a hospital, doctor's office or clinical setting.

OTHER REQUIREMENTS:

Licenses and Certificates: Current First Aid and CPR certification is required on the date of appointment. All positions require a valid Arizona Class D driver license at the time of application. Failure to maintain the required certification and/or licensure shall be grounds for termination.

Special Notice Items: Department of Labor regulation CFR Part 1910.1030 requires notification that this category may have a high risk of exposure to blood-borne pathogens. In accordance with OSHA and Pima County guidelines, TB screening, Hepatitis B vaccinations, safety training and equipment will be provided. Employee must provide own transportation between facility locations. Some positions may require bi-lingual ability in English and a second language, as determined by the appointing authority.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.