

W.10.a

AGENDA COVER MEMORANDUM

AGENDA DATE: November 5, 2003
PRESENTED TO: Board of County Commissioners
PRESENTED BY: Cindy Tofflemoyer, Personnel Analyst
AGENDA TITLE: IN THE MATTER OF CREATING THE CLASSIFICATION AND SALARY RANGE FOR MEDICAL ASSISTANT

I. MOTION

MOVE APPROVAL OF ORDER _____ /IN THE MATTER OF CREATING THE CLASSIFICATION AND SALARY RANGE FOR MEDICAL ASSISTANT

II. ISSUE

There is a need to establish a new classification in Health and Human Services. The position will be responsible for assisting healthcare providers in the delivery of patient care in clinic settings.

III. DISCUSSION

A. Background

The Lane County Department of Health & Human Services, Human Service Commission (HSC) Program, was awarded a competitive grant from the Federal Department of Health and Human Services to establish a Community Health Centers program. The job duties of this proposed classification have been identified as necessary to fulfill the business needs and grant specifications of the Clinic.

Analysis

Human Resources (HR) conducted a survey of comparable Oregon counties that utilize similar medical assistant classifications. Our proposed compensation range of \$28,704-\$39,749 is comparable to Multnomah County with a compensation range of \$29,336-\$36,081. These types of medical classifications require graduation from an accredited Medical Assistant program and generally prefer certification through a nationally recognized Medical Assistant Certification program.

Budget:

Funding for these positions will be from federal grant revenues for the Community Health Centers awarded to the Department of Health and Humans Services, Human Service Commission.

C. Alternatives/Options

1. Adopt the proposed classification and salary range as described above.
2. Reject the motion.

D. Recommendation

It is recommended that the Board of County Commissioners adopt the motion to establish the proposed classification and salary range for the Medical Assistant classification.

IV. IMPLEMENTATION/FOLLOW-UP

Following Board action, the department will begin the approved personnel process of hiring according to the timelines established by Health & Human Services, Human Service Commission.

V. ATTACHMENT

Board Order
Medical Assistant classification specifications

MEDICAL ASSISTANT

DEFINITION

Perform delegated routine clinical and administrative duties within the supervising physician's scope of practice. Assists healthcare providers team in the delivery of patient care in the clinic setting. Interacts with patients both in person and by phone. Provides outstanding customer services to patients families and co-workers; performs related duties as assigned.

SUPERVISION RECEIVED

Receives general supervision from assigned supervisory and management staff. May work under the technical and functional supervision of assigned professional staff.

SUPERVISION EXERCISED

Supervision of other employees is not a responsibility of positions in this class.

EXAMPLES OF DUTIES – Duties may include, but are not limited to the following:

Assists physician/provider in examination and treatment of patients. Works with physician/providers and other staff to create and maintain effective flow of patients in the clinic. Gathers patient/s chart, test results and other reports.

Interviews and documents clinical data from patients to assist the physician/provider when he/she visits the patient. Observes/reports and records observation of abnormal signs or symptoms to physician/provider. Obtains patients history and takes vital signs; prepares, processes and delivers specimens.

Prepares treatment rooms for examination of patients. Drapes patients with covering and positions instruments and equipment. Hands instruments and materials to doctor as directed. Cleans and sterilizes instruments. Responsible for stocking and upkeep of exam rooms, and cleaning and sterilizing equipment and instruments.

Inventories and orders medical supplies and materials. Dispose of contaminated or outdated supplies.

Under physician direction and supervision, may administer certain injections, administer medications, draw blood, as appropriate.

Performs a variety of basic laboratory and testing procedures and treatments as directed; changes dressings, cleans wounds, removes sutures, performs basic first aid.

May schedule appointments, greet patients, respond to telephone inquires, process referrals and release of information forms, make referrals as directed by provider and perform secretarial tasks.

May key patient and financial data into computer to maintain office and patient records, receive money for bills, complete insurance forms, compute and mail monthly statements to patients.

As authorized by physician/provider phones and faxes in drug refill approvals and new prescriptions to pharmacy.

Record, review and update medical records and data, maintaining confidentiality; accurately documents medical care and follow-up.

Communicates with non-medical individuals regarding health issues, needed care and education as authorized by supervisor. Provides brochures/ materials as directed. Reviews, maintains and orders resources and educational materials.

Obtains prior-authorizations as required. Calls medical facility or department to schedule patients for tests. Arranges for and tracks referrals as directed by physician/provider.

Assists physician/providers and other staff with determining appropriate action with urgent and emergent patient care.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles, practices and procedures of clinic patient care, and necessary equipment and supplies

Methods and techniques to assist with primary medical care

Principles and procedures of record keeping and recording

Medical terminology and medical record documentation and confidentiality

Medical insurance processes

Laboratory techniques

Clinical and diagnostic procedures

Pharmaceutical principles and medication administration

Principles and techniques of sanitation and sterilization

First Aid

Ability to:

Understand, analyze and transmit information effectively; receive and act upon verbal and written information; learn assigned tasks quickly, anticipate patient and provider needs.

Prioritize work and practice time management to ensure timelines are met and the needs of multiple clients are addressed.

Maintain accurate records for medical charts and reports; develop and maintain professional, effective, working relationships with supervisors, peers and clients.

Communicate clearly and concisely, both orally and in writing.

Perform strenuous duties such as assisting patients with ambulation, positioning and range of motion and/or responding to emergency situations involving illness or accident.

Apply principles of aseptic technique and infection control.

Perform data entry and mathematical calculations as needed.

Work rotating shifts and days off.

Experience and Training:

Training:

Graduation from high school or equivalent; and

Graduation from an accredited Medical Office Assistant program

Experience:

One year of Medical Office Assistant experience.

Any combination of experience and training that provides the required knowledge and abilities is qualifying.

Special Requirements:

Current, certification through a nationally recognized Medical Assistant certification program and current CPR card and First Aid training.

IN THE BOARD OF COUNTY COMMISSIONERS OF LANE COUNTY, OREGON

ORDER NO.

*)IN THE MATTER OF CREATING A
)CLASSIFICATION AND SALARY
)RANGE FOR MEDICAL ASSISTANT*

WHEREAS, Human Resources has completed a review and point factor of the proposed Medical Assistant classification

WHEREAS, it is the intent of Lane County to properly classify positions with regard to duties and compensation; and

WHEREAS, changes to the classification and compensation plans require board approval; and

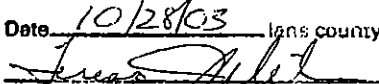
IT IS NOW HEREBY ORDERED that there be created the new classification and salary range for Medical Assistant:

Medical Assistant Range 19 : \$ 28,704-39,749

DATED this ___ day of November 2003.

Peter Sorenson, Chair
Lane County Board of Commissioners

APPROVED AS TO FORM

Date 10/28/03 Lane County

OFFICE OF LEGAL COUNSEL

IN THE MATTER OF CREATING A CLASSIFICATION AND SALARY
RANGE FOR MEDICAL ASSISTANT