# DUTY STATEMENT

| CDCR INSTITUTION OR DEPARTMENT<br>California Correctional Health Care Services | POSITION NUMBER (Agency – Unit – Class – Serial) | | | | |
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| UNIT NAME AND CITY LOCATED | CLASSIFICATION TITLE<br>Medical Assistant | | | | |
| | WORKING TITLE | | | | |
| | COI<br>Yes ☐<br>No ☐ | WORK WEEK GROUP | CBID | TENURE | TIME BASE |
| SCHEDULE (Telework may be available): _____ AM to _____ PM.<br>(Approximate only for FLSA exempt classifications) | SPECIFIC LOCATION ASSIGNED TO | | | | |
| INCUMBENT (If known) | EFFECTIVE DATE | | | | |

California Department of Corrections and Rehabilitation (CDCR)/ California Correctional Health Care Services (CCHCS) values all team members. We work cooperatively to provide the highest level of health care possible to a diverse correctional population, which includes medical, dental, nursing, mental health, and pharmacy. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR/CCHCS mission.

| **PRIMARY DOMAIN:** | |
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Under the administrative supervision of the Supervising Registered Nurse (SRN) II/III, Correctional Facility (CF), and the clinical supervision of a Physician and Surgeon, CF, or Physician and Surgeon, CF (Internal Medicine/Family Practice), the Medical Assistant (MA) provides support to primary care providers in a variety of clinical settings. The MA, under the clinical direction of a provider or the valid authorization by a provider's order, is responsible for performing patient oriented procedures, providing support to the Primary Care Team (PCT) for daily clinic operations, communicating effectively with patients and members of the PCT and other health care team members, and performing administrative duties. The MA is responsible for addressing the ongoing needs of patients, working with the physicians and other health care providers, and promoting the efficient, appropriate, and cost-effective use of health care resources.

| % of time performing duties | Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. *(Use addition sheet if necessary)* |
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| | **ESSENTIAL FUNCTIONS** |
| **40%** | As a member of the PCT, facilitates appropriate access to care, provides care coordination to patients, reviews patient health records and the Quality Management Master Registry to assist in the organization and episodic scheduling of activities, and to facilitate the appropriate delivery of health care services across disciplines and health care domains for patients assigned to the provider's panel. Prepares and explains the encounter/evaluation process to patients. Prepares examination rooms for patient examinations and procedures by arranging instruments, supplies, and equipment and assisting the provider as needed. Collects and documents patient health data and patient's subjective health care concerns and symptoms for provider review. Obtains and documents clinical data such as vital signs, height, weight, observations of patient behavior and health status in the patient health record. Communicates instructions from the provider to the patient in writing and/or verbally. Communicates with members of the PCT and conveys team concerns to the provider. Performs therapeutic interventions within their Scope of Practice as specifically |

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| | directed by the provider, and documents care in the patient health record. Identifies signs of physical or emotional distress in patients and communicates findings to provider, Registered Nurse, and/or supervisor. Performs basic life support in emergency situations. Under the direction of the provider, performs patient oriented procedures such as venipuncture, finger stick, eye/ear washes, collection of specimens, basic dressing changes, and suture/staple removal consistent with training and proficiencies. Performs electrocardiograms, basic nebulizer/inhaler treatments, and immunizations. Administers tuberculosis skin tests, measures and documents findings in the patient health record (may not interpret). Demonstrates for the patient the proper use of appliances (e.g., crutches, canes, braces), and issues Durable Medical Equipment in accordance with current policy. |
| **40%** | Performs various administrative duties such as maintaining health records and scheduling patient appointments. Enters the medical instructions of the licensed prescriber into the patient's medical documentation for review and signature by the licensed prescriber. Accompanies patients from the waiting area to examination rooms with, or without, the assistance of correctional officers. Participates in the daily PCT huddle and population management sessions. Collaborates with the Interdisciplinary Treatment Team (IDTT) to prevent or delay onset of a chronic disease and to coordinate care to achieve optimal clinical and quality of life outcomes. Escalates clinical abnormalities or concerns to the provider. Utilizes decision support tools such as master registry, patient summaries, scheduling and diagnostics reports, and other tools to assist the provider in monitoring the effectiveness of treatment planning and adjusting course of care in collaboration with the PCT. Maintains appropriate accountability of inventory, equipment, and supplies. Restocks and orders necessary supplies and equipment and elevates barriers to the SRN II, CF. Maintains the cleanliness of examination rooms and all treatment areas. Adheres to infection control, standard precautions, and protocols in the use of personal protective equipment, as needed, for all patient care procedures, equipment maintenance, and waste disposal. |
| **10%** | Attends all trainings, meetings, and committees as directed by the Chief Nurse Executive (CNE) or designee. Participates in quality improvement activities such as chart reviews, audits, and participation on the Quality Improvement Team. Assists in the development, revision, and implementation of all policies and procedures as directed by the CNE or designee. |
| **5%** | Maintains a safe and secure work environment and follows all safety precautions and Department policies and procedures. Reports any unsafe equipment or inappropriate conduct and/or activity to management. |
| **5%** | Performs other duties as required. |
| | **KNOWLEDGE AND ABILITIES**<br>*Knowledge of:* Fundamentals of medical assisting including administration; medical and mental health procedures and techniques involved with patient care; principals used when caring for individuals who are immobile; medical and mental health terminology; and general clinical routines; knowledge of proper use of medical and office equipment, including various generic software, and general correctional facility routines.<br><br>*Ability to:* Apply Medical Assistant procedures as regulated by certification; observe and document symptoms and behavior; maintain accurate records and prepare reports; gain the respect and cooperation of patients; work effectively with patients and the interdisciplinary treatment team; function effectively in an emergency situation; and practice universal precautions.<br><br>**DESIRABLE QUALIFICATIONS** |

**OTHER DOMAINS**

Ability to work mandated overtime hours as needed.

**SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT**

- CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a "NO HOSTAGE" policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this.
- Complete continuing education as required for maintenance of California Medical Assistant Certificate and as a condition of employment (40 hours of In-Service Training and on-the-job training annually).

**SPECIAL PHYSICAL CHARACTERISTICS**

Incumbents appointed to these positions must possess and maintain sufficient strength, agility, and endurance to perform during physically, mentally, and emotionally difficult emergency situations without endangering their health and well-being, or that of their fellow employees, patients, the incarcerated, or the public. Incumbents will have substantial contact and responsibility for penal code offenders and requires the ability to respond to emergencies and protect the public.

**SPECIAL PERSONAL CHARACTERISTICS**

- Influence change and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts.
- Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement.
- Ability to facilitate conversations as a coach and mentor, engaging in a respectful and understanding manner.
- Ability to build trust, improve communication, and assist with the transformation of correctional culture.

| SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE*** | | |
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| SUPERVISOR'S NAME (Print) | SUPERVISOR'S SIGNATURE | DATE |
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| EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT*** | | |
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| **The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.** | | |
| EMPLOYEE'S NAME (Print) | EMPLOYEE'S SIGNATURE | DATE |
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