

Employee Name:



Medical Assistant Position Description

HUMAN RESOURCES USE ONLY

Conflict of Interest (COI) Designated: Yes No

Mandated Reporter: Limited General N/A

Review Date: 09/12/2024

MPP Positions Only

MPP Job Code:

Job Family:

Job Function:

Job Category:

Mandated Reporter Per CANRA YES NO

The person holding this position is considered a 'mandated reporter,' under the California Child Abuse and Neglect Reporting Act (CANRA) and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

Please Note: A current and accurate signed Position Description is required for each MPP / Staff position and must be on file in the Center for Human Resources. After completion, the Position Description should be reviewed, signed and dated by the employee, the supervisor and the Center for Human Resources - Classification and Compensation.

Please check one: New Position Existing Position Update

Date:	September 9, 2024
Department & Division:	Student Health Services, Division of Student Affairs and Campus Diversity
Employee Name <i>(leave blank if vacant):</i>	
Current Classification & Grade:	Medical Assistant / 6
FLSA Status: <i>(exempt or non-exempt)</i>	Non-Exempt
Working Title:	Medical Assistant
Position Number & Job Code:	10005217 / 8148
Working Title & Position Number of HEERA Designated Appropriate Administrator:	Nursing Manager - 10000593

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I. FUNCTION OF THE EMPLOYING UNIT:

The Office of the Vice President for Student Affairs and Campus Diversity is responsible for the coordination and development of student services and building the inclusive excellence of SDSU's staff and faculty at San Diego State University. Departments include, but not limited to, Assistant Deans for Student Affairs; Career Services; Communications Services; Counseling & Psychological Services; Cultural and Identity Centers; Center for Educational Opportunity Programs, Outreach and Success; Financial Aid and Scholarships; Military Veterans Program; New Student and Parent Programs; Office of the Student Ombudsman; Residential Education; Resource Management; Student Disability Center; Student Health Services; Student Life and Leadership; Student Rights and Responsibilities; Testing Services Office; Well-being & Health Promotion; and programming related to Inclusive Excellence.

Division of Student Affairs and Campus Diversity

The Division facilitates the academic and career success, personal growth and well-being of all students, and works proactively to address systemic inequities through professional learning, community building, advocacy, policy recommendations and organizational structures. We aim to foster an affirming campus culture based on the core values of excellence, equity, diversity, belonging and inclusion through:

- Recruiting and retaining faculty and staff who are reflective of the diverse student body and communities served by SDSU, and recruiting students who are representative of the rich diversity of the region and the world;
- Fostering an environment that is welcoming, affirming, and empowering for students, faculty, staff and alumni of all backgrounds;
- Enhancing the career and educational pathways of a diverse student body, the faculty and staff, including enhancing the learning environment and expanding learning opportunities for all students inside and outside the classroom, and expanding and connecting opportunities for students to participate in transformational experiences;
- Developing leaders who believe in and lead others toward supporting civility, mutual respect and diversity in our society and workplaces; and
- Cultivating relationships with the local community that advance the well-being of diverse individuals and communities.

Position upholds the Student Affairs and Campus Diversity Statement on Diversity, Equity, and Inclusion, specifically:

“The Division of Student Affairs and Campus Diversity acknowledges and honors the inherent value and dignity of all individuals by creating and nurturing a learning and working environment that affirms and leverages our community’s diversity of traditions, heritages, perspectives, and experiences. We are committed to fostering a culture of inclusive excellence designed to facilitate the personal and professional success, growth, development, and well-being of all members of our community. We manifest this commitment through our innovative, strategic and collaborative efforts to develop leaders who believe in and lead others toward practicing civility, mutual respect, and inclusion in our workplaces and society.”

Student Health Services offers primary medical care and health promotion to students of San Diego State University through a wide range of programs and services. Care is provided by board certified physicians, certified nurse practitioners and other medical staff including nurses, clinical laboratory scientists, x-ray

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technologists, medical assistants, and pharmacists. In addition to the basic medical care, Student Health Services offers health education, orthopedics, osteopathic manipulative treatment and psychiatry.

The mission of SDSU Student Health Services is to provide high-quality, convenient, student- focused medical care in a safe and welcoming environment, actively partnering with our student- patients to help them achieve and maintain healthy lives in support of their personal and academic success.

II. PURPOSE OF POSITION:

State the basic purpose of the position in one to three specific statements.

This position, under the direct supervision of the Nursing Manager, will be called upon to perform administrative and clerical duties in support of student health center operations as well as a variety of standard medical assistance tasks. While working to assist medical providers, the employee is under the supervision of a licensed professional.

Medical Assistants perform a variety of medical technical support services within their scope of practice, as defined by the Medical Board of California. Medical Assistants may perform only those duties authorized by their supervising physician/nurse practitioner who, in compliance with applicable state regulations, must be present in the facility when the Medical Assistant is performing specific procedures. Work assignments may involve other related activities and may be focused in one or more clinical departments within a student health center and may include any of the duties outlined for Clinical Assistants.

III. CHANGES IN RESPONSIBILITIES:

IV. MAJOR RESPONSIBILITIES:

Clearly list the major responsibilities/essential functions in descending order from the most important to the least important. Indicate the approximate percentage of time spent in each (percentages should not be less than 5%). The percentage must total 100%.

Description of Responsibilities:	(%) Percent of Time
<p><u>Clinical Duties</u></p> <ol style="list-style-type: none">1. Develop a welcoming, helpful and caring rapport during all patient interactions; wear SHS name tag at all times.2. Escort patients to clinical areas and instruct them on how to prepare for examinations or medical treatments.3. Organize and prepare examining and treatment rooms to include changing paper and linens, cleaning, and disinfecting.	85%

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Description of Responsibilities:	(%) Percent of Time
<p>4. Set up treatment trays and sterilize and set up instrument trays and equipment.</p> <p>5. Collect, record, and monitor patient data and routine measurements, such as height and weight and vital signs such as blood pressure, pulse and temperature.</p> <p>6. Administer medications or immunizations as ordered and documented in the EHR. Modes of administration include but are not limited to intramuscular, intradermal, subcutaneous, inhalation, oral and sublingual. In all cases, a licensed professional, must verify medication and dosage.</p> <p>7. Perform TB skin tests. Measure, describe and document results. Refer for interpretation.</p> <p>8. Perform phlebotomy, which entails drawing blood by skin puncture or venipuncture to provide samples for clinical analysis and testing; if an incumbent is performing phlebotomy outside the defined scope of practice for Medical Assistants, appropriate phlebotomy certification may be required by the State of California.</p> <p>9. Assist practitioners in the delivery of such health care services as examinations, clinical procedures and medical treatments.</p> <p>10. Perform a variety of standard tests and medical technical services not requiring a licensed professional, but for which the incumbent has specific training, such as vision screening, audiometry and hearing tests, electrocardiograms, peak flow testing and spirometry, removal of sutures and bandages, removal of casts and splints and other external devices, nasal smears of the nasal cavity only, ear lavage, throat cultures, specimen collection by non-invasive techniques, and CLIA-waived testing ordered by a physician or other clinician.</p>	
<p><u>Administrative and Clerical Responsibilities</u></p> <p>1. Support clinic administrative and clerical functions.</p> <p>2. Support the full range of clerical and administrative functions within the student health center including phone and in-person appointment scheduling for practitioners, patient reception, and locating and distributing medical records to practitioners.</p> <p>3. Check in patients, verify patient eligibility, accurately enter patient demographic information, give patients relevant forms for completion,</p>	10%

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Description of Responsibilities:	(%) Percent of Time
<p>and scan pertinent medical records into a patient's electronic health record.</p> <ol style="list-style-type: none">4. Explain potential costs of care to patients.5. Indicate time estimates for clinic visits and steps required of patients to receive service in the most efficient manner.6. Rearrange providers' schedules as necessary in response to changes such as absences.7. Coordinate patient flow.8. Handle phone calls to and from patients regarding administrative issues.9. Provide information about services at SHS, Counseling and Psychological Services, Student Disabilities Services, and Health Promotion departments, and direct patients to the appropriate areas in the building or elsewhere on campus.10. Provide initial handling of patient complaints and suggestions.11. Assist in the processing and filing of medical and insurance documents.12. Disperse mail to staff.13. Type documents, correspondence, memos, etc., as directed.14. Ensure patient rights to privacy, safety, and confidentiality are maintained. Adhere to all HIPAA & FERPA guidelines.15. Perform Family PACT certification and re-certification after verifying eligibility; educate patients about program administration and benefits.16. Support other clinical departments such as the pharmacy, optometry, radiology, clinical laboratory, or physical therapy as assigned, and perform a similar range of support duties that do not require licensing or certification.17. Monitor exam and stock room supplies. Remove expired stock, medical supplies and medications in exam rooms, procedure rooms and clinic areas. Participate in maintaining PAR levels and ordering supplies per policy.	

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Description of Responsibilities:	(%) Percent of Time
<p><u>Miscellaneous Duties</u></p> <ol style="list-style-type: none"> 1. Keep current with the medical assisting field and maintain competencies relative to the scope of practice. 2. Perform other related duties within their scope of practice, as defined by the Medical Board of California. 3. Keep current with relevant SHS Policy and Procedures and required trainings through Power DMS, the SHS document management system. 4. Keep current with SDSU mandated trainings. 5. Perform other related duties within the medical assistant scope of practice, as defined by the Medical Board of California. 6. Provide high quality, compassionate, and inclusive patient service and care to all SDSU students through duties outlined above. This may include, but is not limited to, students seeking care and support for services related to LGBTQIA+ related needs, medication abortion, emergency contraception, psychiatry and mental health concerns, and all general medical services in an outpatient setting. 7. Participate as requested in SHS campus outreach activities such as Freshmen Orientation, Explore SDSU Day and health fairs. 8. Participate in other duties as deemed appropriate by the Medical Director. 	5%
Total =100%	100%

V. LEAD WORK DIRECTION OVER OTHERS:

List of individuals the incumbent supervises/leads. Indicate the type of supervision, whether direct (directly supervises the position and conducts performance evaluation) or general (acting in a lead capacity or assigning work).

Classification	Working Title	Type of work direction (Direct or General)

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VI. POSITION REQUIREMENTS:

A. List education and years of experience required that are based on the classification standards.

High school diploma or equivalent or combination of education and experience, which provides the required knowledge and abilities. While Medical Assistants are not certified, registered, or licensed in the State of California, the Medical Board of California requires that medical assistants complete specific types and hours of training to perform the duties outlined in their scope of practice. This training must be documented and a physician or other qualified teacher, as identified by the Medical Board of California, must certify in writing that the Medical Assistant has completed the training successfully. CSU-specific requirements are as follows:

1. Most common, incumbents are required to possess a certificate of completion from an accredited and approved medical assisting program through the Department of Education or Bureau for Private Postsecondary Education within the Department of Consumer Affairs. In this case, the supervising CSU physician must verify competencies.

OR

2. At the discretion of the student health center director, an in-house campus-training program may be developed according to the guidelines established by the Medical Board of California. In this case, a CSU physician must document and certify in writing that the formal training and clinical practice hours required by the Medical Board of California to perform the duties of a Medical Assistant have been completed successfully.

NOTE: If a Medical Assistant is performing phlebotomy outside the regular scope of practice, appropriate phlebotomy certification may be required by the State of California.

B. Skills, knowledge, and abilities required for this position that are based on the classification standards

- Working knowledge of daily clinic operations.
- General knowledge of daily clinic organization ranging from patient scheduling and reception to delivery of health care services and processing of paperwork.
- Working knowledge of aseptic techniques and requirements.
- Working knowledge of uses, application, and proper operation of various medical supplies and equipment used in performing the duties described above, such as in preparing examining rooms, obtaining patient data, and assisting practitioners.
- Working knowledge of California laws and regulations pertaining to medical assistants.
- General knowledge of anatomy and physiology appropriate to the duties assigned.
- Understanding of the potential hazards or complications resulting from administering medications and how to initiate emergency procedures.
- Ability to learn clinical assistance methods and techniques.
- Ability to understand and use basic medical assistance terminology to accurately and efficiently support practitioners and follow their instructions.
- Ability to perform clinical assistance activities accurately and timely.
- Ability to handle instruments and equipment properly.
- Ability to read and write English at a level appropriate to the position to support maintaining accurate records and reading medical terminology.
- Ability to use health center automated systems to enter and maintain data and prepare simple reports.

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- Ability to demonstrate the proper techniques in administering medications in a variety of manners including intramuscular, intradermal, or subcutaneous methods and by inhalation.
- Ability to demonstrate proper techniques in performing injections and phlebotomy.
- Ability to demonstrate competency in performing assigned medical technical support services such as the standard tests and limited procedures described above.
- Ability to maintain effective working relationships with practitioners and other health center support staff.
- Ability to be sensitive to and communicate effectively with diverse patients.

C. Specialized skills required for this position

- Progressively responsible professional experience with demonstrated evidence of administrative and clinical capability and the talent to carry out the responsibilities of this position.
- Ability to work cooperatively in a team setting with excellent interpersonal and communication skills.
- Possess computer skills in both practice management and electronic health records as well as e-mail and basic Microsoft Word and Excel.
- Ability to rapidly adapt to changing work assignments.
- Ability to quickly process and match names and numbers.
- Ability to maintain patient confidentiality.
- Ability to apply judgment, discretion and initiation in performing clerical and clinical work of average complexity.
- Ability to handle a multi-line telephone system.

D. License and Certification Required (I.e., Driver's License and Grade, Certification, etc.)

- Current AED/CPR certification.


VII. PREFERRED QUALIFICATIONS:

- Ability to independently implement routine clerical procedures and to trace and correct routine clerical recording and processing errors.
- Ability to consistently apply policies and procedures.
- Ability to understand typical office correspondence and to explain and clearly answer questions about routine manuals and procedural statements to students, the public and other employees.

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VIII. SIGNATURES:

The signature indicates position description is an accurate and correct statement of duties and responsibilities assigned to the position. (Limited to 3 Signers as listed below)

Incumbent's Signature/Acknowledgment		Date
<u>Rose Ortiz</u> <small>Rose Ortiz (Oct 1, 2024 10:56 PDT)</small>		
Appropriate Administrator Signature		Date
		
Resource Management		Date
<u>Glenn Perez</u> <small>Glenn Perez (Oct 2, 2024 15:05 PDT)</small>		
Classification & Compensation Services		Date

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Attachment A

Complete for all positions

To comply with the provisions of the Americans with Disabilities Act, specify the physical, mental, and environmental conditions of the essential functions of the job, please complete the sections below.

Physical Summary: Choose one description out of the categories below that best describes this position.

- Sedentary Work:** Involves mainly sitting. Walking and standing are minimal. Lifting is limited to lightweight objects (10 pounds or less).
- Light Work:** Job involves some lifting of medium weight objects (10-20 pounds) and/or 10% -20% of the job involves standing or walking.
- Medium Work:** Job involves lifting heavy-weight objects (20-40 pounds) and/or 20%-40% of the job involves standing, squatting, kneeling, or walking. May require pushing or pulling objects within the weight limits.
- Heavy Work:** Job involves lifting more than 40 pounds. Approximately half of the incumbent's time will be spent walking, standing, squatting, kneeling, or climbing.

Use the codes below for each of the items which most accurately describe the extent of the specific activity performed in this position.

"C" = constantly or 6-8 hours per day

"O" = occasionally or up to 3 hours per day

"F" = frequently or 3-6 hours per day

"N" = never

Physical Requirements of the Position		Mental Requirements of the Position	
O	Bending (neck)	C	Reading & Comprehending
O	Bending (waist)	C	Writing
N	Climbing	O	Performing Calculations
N	Crawling	C	Communicating Orally
N	Kneeling	C	Reasoning & Analyzing
O	Pushing/Pulling	C	Decision Making
O	Sitting	F	Directing/Coordinating Others:
O	Squatting	F	Other: Working Rapidly
C	Standing	Environmental Working Conditions	
O	Twisting (neck)	O	Exposure to variations in temperature/humidity
O	Twisting (waist)	O	Exposure to chemicals, gases, dust or fumes
F	Walking	F	Operates machinery or drives motorized equipment
O	Handling Objects	F	Exposure to bio-hazards
C	Manual dexterity	C	Working in normal office environment
F	Reach above/below shoulder	O	Working outside with various weather conditions
O	Using foot controls	O	Uses specialized equipment
	Other:		Other:

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Attachment B

Complete for all positions

Sensitive Position: For current employees who are voluntarily reassigned or reclassified to a sensitive position, a background check is also required. To determine if this position is a sensitive position, please consult with Human Resources and reference the [CSU Background Check Policy](#).

Consideration for designation as a sensitive position per HR Technical Letter 2017-17		
1. Does this position have responsibility for the care, safety, and security of people (including children and minors), animals, and CSU property?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Sexual offender registry check for those who perform work involving regular or direct contact with minor children and those who are identified as mandated reporters of child abuse and neglect under Executive Order 1083 and California Penal Code §11165.7(a).
2. Does this position have access to and responsibility for detailed personally identifiable information about students, faculty, staff, or alumni that is protected, personal, or sensitive?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Access to Level Protected Level 1 Data: (i.e., Passwords, DOB, Credit Card Numbers, SSN's, Medical Data, Law Enforcement Records, etc.) - Link to or incorporate ICSUAM pages.
3. Does this position have access to student records?	<input type="checkbox"/> Yes <input type="checkbox"/> No	FERPA (Access to student education records)
4. Is the position responding for recording/reporting Clery Data?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Clery Act Basics
5. Does the position have access to protected health information?	<input type="checkbox"/> Yes <input type="checkbox"/> No	HIPAA
6. Will this position be an active/participating member of the SDSU Emergency Operations Team?	<input type="checkbox"/> Yes <input type="checkbox"/> No	EOC Member
7. Does this position have responsibility for operating commercial vehicles, machinery or equipment that could pose environmental hazards or cause injury, illness, or death?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Motor Vehicle Records/Licensing Check is required. CA Defensive Driver
8. Does the position influence or make decisions regarding real property, real property acquisitions and/or leaseholds, land use and/or development?	<input type="checkbox"/> Yes <input type="checkbox"/> No	COI CAT 1
9. Does the position influence or make decisions regarding the purchase of goods, service or construction work? Note: Having a procurement card is not qualifying if the individual is limited to making directed and supervised purchases from established vendors.	<input type="checkbox"/> Yes <input type="checkbox"/> No	COI CAT 2

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10. Does the position influence or make decisions regarding the investment of SDSU/CSU funds.	<input type="checkbox"/> Yes <input type="checkbox"/> No	COI CAT 5
11. Does the position influence or make decisions regarding the sale of campus goods, services, products, or commodities (including agricultural commodities), which are sold by the campus?	<input type="checkbox"/> Yes <input type="checkbox"/> No	COI CAT 6

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Attachment C

Complete for **MPP Positions Only**

Mental Effort:

Enter frequency of occurrence for all applicable activities using the following key:

1=Never Occurs 2=Seldom Occurs 3=Sometimes Occurs 4=Occurs Often 5=Almost Always Occurs

<u>Planning</u>		<u>Staffing</u>	
	Forecast		Define Roles
	Set Program Goals		Give Input to Position Descriptions
	Determine Budget Allocations		Determine Selection Criteria
	Establish, Implement, Revise Policies		Recruit/Interview/Select
			Orient Staff
<u>Organization</u>		<u>Employee Relations</u>	
	Describe Relationships Between Functions		Initiate Corrective Action
	Define Department/Divisional Structure		Authorize Formal Discipline
	Establish Priorities to Meet Goals		Administer Collective Bargaining Agreements
	Schedule Work for Employees		Prepares/Investigates Grievance Awards and Complaints
	Implement procedures		Formulates/Represents University Position for Formal Grievances/Complaints
	Determine work methods		
	Balance multiple tasks/projects		
<u>Direction/Leadership/Supervision</u>		<u>Performance Evaluations</u>	
	Educate		Determine Performance Standards
	Delegate		Authorize/Approve Awards
	Coordinate		Prepare Performance Evaluations
	Coach/Train/Develop		Observe/Follow-Up on a Daily Basis
	Recommend Formal Training		Correct Work/Behavior Problems
	Motivate		
	Instruct/Demonstrate		
	Schedule Staff/Readjust Schedule		
<u>Organization</u>		<u>Other</u>	
	Describe Relationships Between Functions		
	Define Department/Divisional Structure		
	Establish Priorities to Meet Goals		
	Schedule Work for Employees		
	Establish deadlines		
	Implement procedures		
	Determine work methods		
	Balance multiple tasks/projects		

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Attachment D

Department Organization Chart

Instruction: Please insert an image of your department's organization chart and highlight where this Position Description falls within the chart.

