

City of Minneapolis – Staffing Division
250 South 4th Street Suite 100
Minneapolis, MN 55415
612/673-2282 Office Number 612/673-2508 Fax
Website: www.minneapolismn.gov

MEDICAL ASSISTANT Health & Family Support

Req# 20945 - Open April 30, 2012 – May 18, 2012

Hourly	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7
SALARY:	\$17.29	\$18.20	\$19.16	\$20.16	\$21.23	\$22.34	\$24.39

APPLICATION PROCESS:

All applicants MUST submit a completed:

- City of Minneapolis application (online or paper)
- Resume & cover letter outlining your experience working with diverse adolescent populations. (A resume only is not considered an official City of Minneapolis application).

POSITION INFORMATION:

The purpose of this position is to provide clinical and clerical support to the school based clinics and to ensure customer service needs are met in a professional manner. The position also assists the Registered Nurse (RN), Nurse Practitioner (NP), MD, Nutritionist, and social/mental health staff with patient (customer) care as needed.

Job Duties (includes, but is not limited to, the following):

1. Assist clinic providers in delivering high quality patient care.
 - Prepare patients for visit, obtaining height, weight, BMI, vital signs as needed, and current concern. Document results in chart.
 - Assist MD, NP, or RN in clinic treatment procedures such as dressing wounds and similar services.
 - Obtain lab specimens and prepare for transport to reference lab. Call driver to pick up specimens and other mail as needed.
 - Perform lab tests as directed by RN, NP, or MD, including urinalysis dipstick, rapid streps, hemoglobins, urine pregnancy tests, STI tests (trich, BV, Gram stains) and venipunctures for blood tests.
 - May assist with administering immunizations and completing related documentation.
2. Ensure customer (patient) is a priority by properly greeting patients and meeting their needs and requests.
 - Ensure that all clients have clinic informational brochures and forms needed to sign up for clinic services.
 - Greet all students as they enter the clinic for appointments and verify and/or change demographic and insurance information in their charts.
 - Communicate clinic scope of services, clinic philosophy, and confidentiality issues, to all interested students, families, school faculty, or other parties.
 - Maintain a clean, safe, and aesthetically pleasing waiting room environment. This may include controlling the noise levels, ushering misbehaving students out, as well as being a friendly familiar face to the students.
3. Maintain all patient records/charts and other correspondence regarding clinic patients.
 - Utilize electronic medical record/practice management system to record clinical data, register and schedule appointments, review records and run regular reports.
 - Assist students as necessary with registration forms. Enter the appropriate data in chart or electronic medical record

- Review records for completeness at end of day, entering lab data or other information as directed by the RN or other staff.
 - Send referrals and requests for information to appropriate agencies.
 - Check and record immunization status in school and MIC registry and add to record as necessary.
4. Maintain professionalism.
- Participate in all clinic meetings and quality improvement programs.
 - Ensure continuing knowledge and practice of current OSHA and MDHFS safety regulations.
 - Understand and apply the City's record retention schedule and record management policies. Protect confidential and private information as required by Data Privacy and/or HIPAA Policies and security procedures.
 - Observe confidentiality of all patient data.
5. Maintain all patient and provider clinic schedules and assure that changes are made accurately in the appointment book.
- Send school passes to students through teacher's mail boxes for next day appointments or text student appointment reminders
 - Log in arrivals in, note failed appointments in PMS.
 - Review Electronic staff calendar daily
6. Answer telephones, take messages, and transfer calls as needed.
7. Provide other clerical and administrative support when necessary.
- Prepare materials for weekly courier pick up.
 - Provide duplication services with clinic fax machine as needed or send downtown for copying.
 - Adhere to SBC procedures for releasing any client records and for archiving all inactive records and other clinic documents.
8. Maintain clinic equipment and supplies as needed.
- Clean equipment using universal precautions, as directed, and prepares used equipment needing sterilization for transport.
 - Record quality monitors such as refrigerator temperatures, hemoglobinometer checks.
9. Emergency Preparedness
Participate in Public Health Emergency Preparedness training and response as needed and assigned by the department.

Other Qualifications:

- Must possess basic patient care giving skills with strong desire to help adolescents solve problems and obtain necessary health care services.
- Ability to interview patients to obtain health histories and to provide health care information.
- Ability to explain the purpose and nature of various medical tests to patients.
- Good interpersonal, verbal, and written communication skills.
- Must have demonstrated experience working with diverse populations.
- Ability to make reasonable and appropriate decisions in problem solving; good judgment.
- Good organizational skills and the ability to handle multiple tasks simultaneously, with frequent interruptions, in a fast paced environment.
- Competency in or ability to learn Electronic Medical Record and scheduling software.
- Must be able to maintain confidentiality regarding protected health information.
- Must have computer, fax, and copy machine skills as well as basic ability in typing.
- Bilingual skills preferred

Working Conditions:

Will work in a Minneapolis School-Based Clinic in a high school location and attend periodic meetings downtown. Evening meetings may be required.

REQUIREMENTS:

Experience:

Two (2) years providing medical assisting services in clinic or medical office setting.

Education:

High School Diploma plus completion of an accredited one (1) year medical assisting program or equivalent.

License/Certificate:

CPR training and must be a Certified Medical Assistant

APPLICATIONS ACCEPTED:

Dates: *April 30, 2012 – May 18, 2012*

Contact: City of Minneapolis Human Resources Department

Phone: 612-673-2282

Email Address: Daniel.Villarreal@ci.minneapolis.mn.us

Selection Process:

Decisions concerning an applicant’s qualifications for this position will be based on information provided in application materials. It is to the applicant’s advantage to fill out the application form as accurately and completely as possible. The following tests may be used: A rating of Training and Experience based on the contents of submitted application materials and/or an Oral Exam. At each step of the selection process, the department reserves the right to limit the number of applicants to be tested, as necessary.

Background Check: The City has determined that a criminal background check may be necessary for certain positions with this job title. Applicants must sign an informed consent form allowing the City to obtain their criminal history information in connection with the position sought. Applicants who do not sign the informed consent will not be further considered for this position.

Drug and Alcohol Testing: All job applicants must pass a pre-employment drug and alcohol test once a conditional offer of employment has been made. Applicants will be required to sign a notification and consent form prior to undergoing drug and alcohol testing. Applicants who do not consent to undergo drug and alcohol testing will not be required to do so and the City will withdraw the conditional job offer resulting in the job applicant no longer being considered for the position.

ELIGIBLE LIST WILL EXPIRE 3 MONTHS AFTER POSTING.

The City of Minneapolis is an Affirmative Action/Equal Opportunity Employer.

FOR OFFICE USE ONLY AFSCME Rule of List, Top 4 scoring AFSCME RH,SK,DV
