

Job Description: Medical Assistant Primary Care Clinic

Job Title: Medical Assistant – Primary Care Clinic

Reports To: Clinic Manager and Supervising Provider

Location: [Insert Clinic Name and Location]

Position Summary

The Medical Assistant (MA) is a key member of the primary care team responsible for supporting providers and nurses in delivering high-quality, patient-centered care. The MA performs both administrative and clinical duties to ensure efficient clinic operations, excellent patient experiences, and support of care coordination activities.

Key Responsibilities

Clinical Duties:

- Welcome and rooms patients (obtain vital signs, patient history, reason for visit)
- Assist providers with exams, procedures, treatments and chronic care visits
- Administer medications and immunizations by standing order or provider direction
- Perform point-of-care testing (e.g., glucose, urine dipstick, A1C, COVID/flu tests)
- Conduct EKGs, vision tests, and spirometry if applicable
- Collect and prepare lab specimens, coordinate transport to reference lab
- Maintain clean, stocked and organized exam rooms and clinical supplies.
- Clean and prepare exam rooms and medical instruments between patients
- Support wound care, suture removal, nebulizer treatments and dressing changes
- Monitor and restock clinical supplies and exam rooms
- Other duties as delegated by provider not otherwise specified

Administrative Duties:

- Schedule appointments, referrals, and diagnostic tests
- Answer and triage patient phone calls and portal messages appropriately
- Provide patients with visit summaries, care instructions and health educational materials.
- Document encounters and services in the electronic medical record (EMR) system accurately and timely
- Assist with pre-visit planning and follow-up communication
- Assist in patient outreach for follow-up, preventative care, and care coordination

Team Collaboration:

- Participate in care team huddles and quality improvement activities
- Collaborate with providers, nurses, and front office staff to optimize workflows

- Maintain professional and respectful communication with patients and team members
- Support telehealth services and remote patient monitoring as needed

Qualifications

Required:

- High School Diploma or equivalent
- Completion of an accredited Medical Assistant program
- Basic Life Support (BLS) certification
- Proficiency with electronic health record (EHR) systems

Preferred:

- Certification as a Certified Medical Assistant (CMA) or Registered Medical Assistant (RMA)
- 1+ year of experience in a primary care or outpatient clinic setting
- Bilingual (Spanish/English or other, as applicable to patient population)

Skills & Competencies:

- Strong organizational and multitasking abilities
- Excellent interpersonal and communication skills
- Attention to detail and accuracy in clinical and administrative tasks
- Ability to maintain confidentiality and comply with HIPAA regulations
- Adaptability and flexibility and in a small team-oriented approach

Physical Requirements:

- Frequent standing, walking, and sitting
- Ability to lift or move up to 25 pounds
- Manual dexterity for using clinical instruments and computer equipment

Working Conditions:

- Fast-paced outpatient clinic environment
- Direct patient interaction in a variety of clinical situations
- Occasional overtime or flexible hours may be required