

# Job Description: ~~Health Services~~ Public Health Tech/Medical Assistant Public Health Department

CLASS NO: 2729

EEOC CATEGORY:

PAY GROUP: 15

FLSA: Non-exempt

## SUMMARY OF POSITION

Assists in the day to day operations of the ~~Health Services Department~~ by performing clinical work associated with the daily operations and activities of all Health Services Programs; including Public Health Programs (Clinical Health Services, Communicable Disease Program, Community Health Program, Public Health Emergency Preparedness and Response (PHEPR) Program), Employee Health and Wellness Program, and Jail Medical Program. Primary duties included daily clinical nursing work related to Immunizations (Texas Vaccines for Children (TVFC), Adult Safety Net (ASN) First Responder Immunization Program, Flu Immunization Program, and Disaster Immunization Response including COVID-19); and direct patient care duties (under the direction of the Medical Director and supervision of a Medical Provider). Duties include direct patient care, immunization and medication administration, phlebotomy, Sexually Transmitted Infection (STI) testing, other Communicable Diseases testing and follow up (including Tuberculosis (TB)), scheduling, data entry, face to face and phone interaction with patients and the general public and counseling patients on a variety of healthcare topics. Works closely with public health and health services staff, and with the Department of State Health Services (DSHS) for accurate and timely completion of work assignments (including local, regional, and statewide planning efforts). Follows all Health Services policies and procedures, as well as local policies.

~~Public Health Department, including the Immunization Program which encompasses the Texas Vaccines for Children (TVFC), Adult Safety Net (ASN), First Responder Immunization Program, Flu Immunization Program, and Disaster Immunization Response (including COVID-19); the Communicable Diseases Program; Public Health Preparedness and Response Program; and Community Health Program. These duties include clinical and clerical roles, including direct patient care, the administration of immunizations, phlebotomy, Sexually Transmitted Infection (STI) testing, data entry, scheduling of appointments, community outreach, and patient referrals to other health care providers. Assists in planning the timely and accurate completion of Public Health related programs and activities. Works closely with other public health nurses, public health and health services staff, and with the Department of State Health Services in the timely and accurate completion of work assignments and in statewide planning efforts. Follows all Public Health guidelines, policies and procedures as well as local policies. Grant funded positions that ends June 30, 2024.~~

## ORGANIZATIONAL RELATIONSHIPS

1. Reports to: Public Health Nurse (RN) and Health Services Director
2. Directs: Non-Supervisory Position
3. Other: Has frequent contact with other Health Services staff, Texas Department of State Health Services representatives, law enforcement, EMS, health care providers, fire departments, Public Officials, other health care facilities, patients, school districts, County Employees, volunteers and the general public.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

### **Essential Duties\* (Consistent with the Medical Assistant Scope of Practice)**

Performs clinical care to patients/clients to promote and / or improve their overall health, which may include rooming patients with vital signs, phlebotomy and routine lab testing (including venipuncture, finger stick, and urine testing) as directed by the Medical Provider for various clinical and public health programs;

Administering immunizations to children and adults per State guidelines including TVFC, ASN, and other vaccine schedules;

Testing, treatment, follow up, and counseling for communicable diseases such as TB and STI's per Standing Delegation Orders;

Assisting Medical Providers with physical exams and minor surgeries as needed.

Administer medications as ordered, including injectable and oral medications, under the direct supervision of the Medical Providers.

Triage phone calls.

Maintains clinic charts, ensures notes, reports, and health information is updated and accurately filed in chart per local and DSHS policy and procedures;

Follow up care on patients including labs, refills, and referrals under the direction of the Medical Providers.

Documenting and maintaining accurate medical records;

Maintains accurate immunization records, including opening records on new patients, updating old records, maintaining immunization schedules, and working with clinical and administrative team on notifying patients whose children are delinquent or are due for immunizations;

Collaborate with Medical Providers, and other health care providers to ensure continuity, timeliness, and appropriateness of health care to patients.

Uses standard precautions including personal protective equipment for anticipated contact with blood or other potentially infectious materials.

Performs receptionist and clerical work as directed, such as greeting the public, answering the phone, making appointments, scheduling, data entry, filing, referring clients/patients/visitors to appropriate personnel;

Accepts payments, issues receipts, and deposits monies received for immunizations and other services performed;

Travels to satellite public health offices as assigned to complete work assignments;

Provide emergency first aid care when necessary.

### Other Important Duties\*

Maintain clean, safe, well stocked exam rooms for patient care.

Assist in maintaining medical and nursing supplies, stock supplies and request to order as necessary.

Assists in maintaining inventory of vaccines, STD and TB medications, also follows cold chain management procedures for receiving and storing vaccines;

Have basic knowledge of diagnosis codes (ICD-10) and CPT codes.

Assist Medical Providers with Jail Medical Visits, and other clinical duties as directed and as assigned;

Conducts follow-ups and referrals for patients and clients as appropriate;

Performs data entry into various platforms such as Electronic Medical Records systems, Microsoft applications including Word and Excel, and other local, regional, state, or national electronic reporting platforms;

Assist in Family Planning, as directed by DSHS or local guidelines;

Follows sample and specimen submission procedures by preparing and mailing identified specimens to appropriate lab facilities;

Attends meetings as required;

Prepare various reports to provide information to others that will facilitate improvement in continuity of patient care.

Performs other duties as assigned. At times will be required to work other than normal business hours in order to complete assigned duties. May perform a variety of functions during a public health emergency, in accordance with NIMS-compliant ICS management structure and the HSR 6/5S All- Hazards Emergency Management Plan.

~~To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Duties include the following:~~

~~Assists in carrying out activities associated with Chambers County Public Health Programs including Immunizations, Communicable Diseases, Community Health, and PHEPR Programs;~~

~~Maintains accurate immunization records, including opening records on new patients, updating old records, maintaining immunization schedules, and notifying patients whose children are delinquent in immunizations; Utilization of ImmTrac2 and TWICES and Electronic Health Record (EHR);~~

## CLASS NO. 2729 (Continued)

~~Administers immunizations under the Texas Department of State Health Services immunization guidelines;~~

Meet with other agencies and local public health staff to collaborate on the critical mission of a Texas free of vaccine-preventable diseases, assisting in the understanding and support of ongoing vaccine programs; Assists with increasing vaccine awareness and uptake in the First Responder Immunization Program; Develops and maintains strong working relationships and effective communications with all Public Health Department Staff, DSHS, healthcare facilities, provider offices, pharmacies, hospitals, community groups, and other governmental agencies to ensure understanding and support for various immunization and public health programs;

Work closely with Public Health and Public Health Emergency Preparedness staff in ongoing preparedness, prevention, response, and recovery during public health and emergency disasters;

~~Assists in maintaining inventory of equipment, supplies, and vaccines for immunization and public health programs and outreach;~~

~~Performs clinical care to patients/clients to promote and / or improve their overall health, which may include rooming patients with vital signs, phlebotomy and routine lab testing (including venipuncture, finger stick, and urine testing) as directed by the Medical Provider for various clinical and public health programs;~~

~~Administer medications as ordered, including injectable and oral medications, under the direct supervision of the Medical Providers.~~

~~Uses standard precautions including personal protective equipment for anticipated contact with blood or other potentially infectious materials.~~

~~Must possess a basic knowledge of diagnosis codes and CPT codes;~~

~~Provides emergency first aid care when necessary;~~

~~Document and maintains accurate and timely documentation of duties performed;~~

~~Performs receptionist and clerical work as directed, such as greeting the public, answering the phone, making appointments, scheduling, data entry, filing, referring clients/patients/visitors to appropriate personnel;~~

~~Accepts payments, issues receipts, and deposits monies received for immunizations and other services performed;~~

~~Travels to satellite public health offices as assigned to complete work assignments;~~

This job description does not take into account potential reasonable accommodations.  
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## **CLASS NO. 2729 (Continued)**

~~Performs other duties as assigned. Will be required to work other than normal business hours in order to meet public health program requirements. May perform a variety of functions during a public health emergency, in accordance with NIMS-compliant ICS management structure and the HSR 6/5S All-Hazards Emergency Management Plan.~~

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

*Knowledge of:* medical assistant techniques and procedures; immunization schedules; immunization registries such as ImmTrac2 and TWICES; electronic medical/health records; TVFC and ASN immunization programs; communicable diseases including COVID-19, and Texas Department of State Health Services (DSHS) record retention policies; must understand the patient care process, be familiar with emergency protocols and procedures, pharmacology, and safety awareness; clerical and receptionist procedures; personal computer and software use.

*Skill/Ability to:* effectively provide medical assistant care in **the Health Services Department**, ~~including the public health clinical health services program, immunization program, including disaster immunization response, and in all public health programs;~~ **interact with** patients in a non-judgmental and empathetic manner; demonstrate proficiency in both oral and written communication; understand and follow written and oral instructions; work independently; maintain complete accurate records as required; maintain confidentiality of protected health information at all times; ~~stay updated on pandemic activities, new public health threats, and program changes;~~ establish and maintain effective working relationships with patients, medical staff, Texas Department of State Health Services (DSHS) representatives, healthcare providers, public health and health services staff, other health care facilities, and the general public; and maintain appropriate necessary certifications. Bilingual in English/Spanish preferred, but not required.

### **ACCEPTABLE TRAINING AND EXPERIENCE**

High school diploma, or its equivalent;

Graduate of Accredited Medical Assistant School/Program; plus two years' experience as medical assistant; with at least one year of clinical experience; preferable Public Health Nursing experience; *or* any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

### **CERTIFICATES AND LICENSES REQUIRED**

Must be a Registered Medical Assistant in Texas, and must maintain recertification as required by governing body; Certification will be maintained and kept on record;

Must complete NIMS/ICS Training within 90 days of employment;

**Must complete clinical assessment and competency training in the first 30 days of employment;**

**Must complete other trainings as assigned.**

Must possess current CPR certification;

Must possess a valid Texas Driver's License;

This job description does not take into account potential reasonable accommodations.

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Chambers County