

## **MEDICAL OFFICE ASSISTANT/INTERPRETER HEALTH DEPARTMENT**

### **GENERAL STATEMENT OF DUTIES:**

This position functions as a support member of the clinic team in the delivery of quality care to patients receiving Maternity, Family Planning, Chronic Disease Detection, Pediatrics, and Acute Care Services. The primary purpose of this position is to provide support services for the community health and medical office needs of our clinic and interpreter services for our non-English speaking Hispanic clients.

Public Health is a first responder agency for natural disasters (e.g. hurricanes, tornadoes, floods, winter storms), naturally occurring infectious disease outbreaks (e.g. influenza, SARS), technological hazards (hazardous materials releases, critical infrastructure disruptions), and terrorist incidents. This position, like all other positions within the Department may be required to participate in any emergency response activities as deemed necessary by the Health Director or his/her designee. Availability during emergencies and exercises is required. Completes appropriate ICS courses as assigned.

### **EXAMPLES OF DUTIES PERFORMED:**

Maintains clinic flow for patients to areas of service such as interview rooms, examination rooms, laboratory, and nutrition.

Completes gonorrhea, pap, and stool specimen forms.

Retrieves and returns lab and x-ray reports.

Assists examiners: readies patients for examination; assists practitioners with physical examinations, including hemocults, pap smears, G.C. cultures, throat cultures, wound dressings, LEEPs and COLPOs; transports specimens to the health department clinic lab; transports reports and messages to the practitioners.

Maintains clinic supplies under the direction of the charge nurse and clinic supervisor: maintains an on-going list of supplies; periodically inventories supplies with nurse, checks in new supplies and confirms delivery with packing slip; shelves and stores supplies; purchases miscellaneous supplies such as batteries, flashlight bulbs, and paper bags.

Maintains clean and sterile equipment: wash and autoclave speculums; clean, assemble, and autoclave suture, incision and drainage supplies; package and autoclave supplies such as kling, bandage, 4x4's, applicators; straighten and help clean exam rooms; wash examining tools; keep ear speculums clean and in ample supply; keep containers for dirty speculums clean and filled with soaking solution; keep supply shelves clean, orderly, and rearranged as necessary; regularly clean the autoclave.

Attends workshops, staff educational offerings and regular team meetings: sets up and dismantles clinics; makes copies as needed; reports pertinent information to the appropriate professional in clinic; assists in maintaining a harmonious work atmosphere; provide interpreter services for our non-English speaking Hispanic clients.

Other duties as assigned within scope of practice.

### **RECRUITMENT STANDARDS:**

Functions in the clinic performing a variety of mechanical assistant acts under professional supervision, and health services requiring knowledge and skill in aseptic techniques. Responsible for continuing observation of patient's condition. Must have ability to work well with others.

Ability to effectively communicate in both English and Spanish. Accurately and impartially interpret to and from English and Spanish. Realize the importance of confidentiality.

Have a basic knowledge of cultural competency, role of the interpreter, and the ethics associated with being an interpreter.

Perform duties under general supervision by Clinic RN's or Clinic Supervisor. Supervision of Clinic Physician Extenders when assisting with exams.

Skills in cleaning, sterilizing, storing of instruments and in reading patients charts, and other written materials. Must use mental concentration and organization as needed to get work accomplished.

### **MINIMUM EDUCATION AND EXPERIENCE:**

Graduation from high school or completion of GED.