



Good Samaritan Health Center of Cobb
Job Description
Medical Assistant

Effective Date:

Reports To:

Lead Medical Assistant

Review Date: 04/01/2026

SUMMARY OF DUTIES: Responsible for assisting providers with clerical, environmental, and clinical tasks related to providing high quality patient care. Provides information to patients so they may fully utilize and benefit from clinic services.

SUPERVISION RECEIVED: Reports to the Lead Medical Assistant and takes directions from professional and medical staff to include the Medical Director, Operations Director, Nurse Practitioners, Physicians and Volunteer providers.

SUPERVISION EXERCISED: MA students and Volunteers, as needed.

PRINCIPLE RESPONSIBILITIES:

Mission & Organizational Responsibilities

- Upholds the clinic's mission to spread the love of Christ through quality healthcare for those in need, providing physical, emotional, and spiritual care for the whole person.
- Upholds organizational responsibilities including respecting and promoting patient rights, maintaining confidentiality, and promptly reporting concerns related to patient care, workflow, or staff to supervisors.
- Interprets for patients and staff as needed to support clear communication and patient understanding.

Scribing & Medical Documentation

- Serves as an assistant to the physician by providing real-time medical scribe support, accompanying the provider into exam rooms, and ensuring accurate and complete documentation of patient encounters in the electronic medical record as needed.

Clinical / Patient Care Responsibilities

- Works closely with providers to properly document medications, allergies, chief complaints; manages medical record by verifying patient information and ensuring chart accuracy and completeness.
- Performs comprehensive patient care duties including: organizing patient flow, taking vitals, assisting with mobility (walking, transfers, dressing), rooming patients, preparing patients for exams, administering injections, collecting specimens, obtaining medical histories, performing screenings per provider protocol, assisting with procedures, charting, relaying instructions to patients and families, and answering patient calls with appropriate information.
- Performs routine clinical duties including taking vital signs, triaging walk-in patients, conducting point-of-care and simple diagnostic tests, collecting specimens, performing venipuncture.

Clerical & Administrative Responsibilities

- Completes administrative tasks such as: sending and receiving medical records; obtaining labs, imaging, and x-ray reports; retrieving hospital notes and referral information; completing forms and requisitions; printing out of immunization records from GRITS and maintaining proper documentation of orders and communications.
- Coordinates and schedules imaging studies, mammograms, and other diagnostic or procedural appointments; communicates with imaging centers and specialists to ensure timely and accurate information exchange.
- Manages the physician line by: answering calls, coordinating information between providers and patients, relaying clinical messages, and ensuring accurate and efficient communication.
- Receives and distributes faxes from the nurse station and main clinic fax line, ensuring that all incoming information is accurately directed to the appropriate personnel for timely follow-up
- Maintains a comprehensive log of all orders using Smart Sheet, ensuring accurate tracking, timely follow-up, and up-to-date records..

Environmental & Clinical Support Responsibilities

- Maintains clinical areas by setting up instruments and equipment, cleaning exam and procedure rooms between patients, maintaining infection control standards, cleaning and operating sterilizers, documenting maintenance logs, organizing and restocking supplies, and ensuring all rooms are fully prepared for patient care.

Laboratory Responsibilities

- Performs venipuncture and prepares equipment to efficiently collect blood products, identifies and labels specimens properly, and follows all protocols for specimen handling, quality, and routing.
- Conducts laboratory functions such as receiving, logging, preparing, and testing specimens; filing laboratory reports; entering lab data into the electronic system; cleaning and sterilizing laboratory equipment; and maintaining adequate supplies for laboratory operations.

OTHER RESPONSIBILITIES:

- Performs other duties as assigned

The job holder must demonstrate current competencies applicable to job position.

EDUCATION:

- High school diploma, some college preferred. Graduate of an accredited medical assistant program preferred. Obtains appropriate certification indicating passing grade for specific specialty, e.g., Pediatric Medical Assistant exam.

EXPERIENCE:

- Minimum of one year work experience in public health clinic setting preferred. Bilingual Spanish required.

KNOWLEDGE:

- Knowledge of health care field and medical specialty.
- Knowledge of specific assisting tasks related to particular medical specialty.
- Knowledge of information that must be conveyed to patients and families of diverse backgrounds.
- Knowledge of laboratory techniques to perform routine laboratory testing.
- Knowledge of laboratory equipment and testing to operate, clean and sterilize.
- Knowledge of phlebotomy techniques.

SKILLS:

- Skill in performing assistance tasks appropriately.
- Skills in diplomacy and tact in interpersonal interactions.
- Skill in understanding patient education needs by effectively sharing information with patients and families of diverse backgrounds.
- Skill in operating a variety of laboratory instrumentation.

ABILITIES:

- Ability to learn and retain information regarding patient care procedures.
- Ability to project a pleasant and professional image.
- Ability to plan, prioritize and complete delegated tasks.
- Ability to demonstrate compassion and caring in dealing with others in a way that supports the Center's mission to share the love of Christ through quality healthcare to those in need.
- Maintain CPR certification.
- Computer literate.

ENVIRONMENTAL/ WORKING CONDITIONS:

- Combination of medical office and exam / procedure room setting, which is a well-lighted, well-ventilated, adequate space.
- Frequent exposure to communicable diseases, toxic substances, ionizing radiation, medicinal preparations and other conditions common to a clinic environment.
- This position is classified as a Category 1 position under OSHA guidelines with high risk of exposure to blood-borne pathogens and other potentially infectious materials.

PHYSICAL/ MENTAL DEMANDS:

- Must be able to use appropriate body mechanics techniques when making necessary patient transfers and helping patients with walking, dressing, etc. Must be able to lift up to 40 pounds.
- Hearing / Speaking: Effective communications with patients, staff and visitors.
- Standing: 40% of the workday
- Sitting: 20% of the workday
- Walking: 30% of the workday
- Lifting: 10% of the workday

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.

ACKNOWLEDGMENT

I have read and understand my job description, and I have discussed my job requirements and responsibilities with my supervisor.

Employee Name

Employee Signature

Date

Supervisor Name

Supervisor Signature

Date