

**BOARD OF REGENTS  
STATE OF IOWA  
REGENT MERIT SYSTEM**

**Class Title: Medical Assistant II**

**Class Code: 7912**

**Pay Grade: 408**

**GENERAL CLASS DESCRIPTION:**

Under direct supervision of physician, physician assistant, nurse practitioner or registered nurse, performs technical, patient care and related clerical functions in an ambulatory setting by coordinating patient intake and clinic flow.

**CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

1. Responsible for facilitating the smooth flow of patients through the clinic through interaction with patients, families and staff.
2. Assist in clinic with physical examination of patient and related treatments, including but not limited to: patient history, medication records, allergies and immunizations.
3. Manages internal and external medical records to ensure that accurate and complete data is available for patient appointments.
4. Administers routine oral, rectal or injectable medications not requiring a high level of skill or nursing judgment. (These are medications that can only be administered by certified medical assistants or medical assistants who have completed a formal accredited training program.)
5. Performs routine laboratory tests such as urinalysis and blood work, does electrocardiograms and x-ray work as needed.
6. Identifies vaccination needs for specific patient populations.
7. Performs related clerical tasks including answering phones, scheduling appointments and providing information other departments.
8. Assists in obtaining insurance prior authorizations.

The tasks listed under the heading of Characteristic Duties and Responsibilities are examples of the variety and general nature of duties performed by employees in positions allocated in the class. The list is descriptive only and should be used for no other purpose. It is not intended that any position include every duty listed, nor is it intended that related duties cannot be required.

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**KNOWLEDGE, SKILLS AND ABILITIES:**

1. Knowledge of medical records documentation requirements.
2. Knowledge of medical instruments and supplies.
3. Knowledge of routine oral, rectal, and injectable medications.
4. Knowledge and ability to perform CPR and emergency care procedures.
5. Ability to maintain patient confidentiality.
6. Ability to maintain a courteous and respectful approach toward patients, visitors, and fellow staff members.
7. Ability to work safely and willingness to comply with special safety and health precautions including universal precautions.
8. Ability to provide care with regard to patient condition and age.
9. Ability to use supplies and equipment in a cost-efficient manner.
10. Ability to maintain personal appearance in accordance with dress code.
11. Ability to be punctual, dependable and flexible (so as to alter work schedule to meet unit/patient needs).
12. Ability to read and understand instructions and guidelines and to read data indicators.
13. Ability to maintain effective working relationships.

**CLASS SPECIFICATIONS:**

Certification or registration as a Medical Assistant or completion of a recognized one year Medical Assistant Program, or

Completion of a health care profession program with a curriculum incorporating elements of a Medical Assistant program including but not limited to: pathophysiology, medical terminology, basic pharmacology and medication administration including dose calculation and psychology.