Division of Student Affairs  
Job Description

Department: Student Health Services  
Official Duke Job Title: Medical Assistant, Certified  
Classification: Job Family=32; Job Level=08; Job Code=0996  
Working Job Title (if applicable): N/A  
Supervisor: Clinic Registration Supervisor  
Position Status: Regular, Non-Exempt, Full-time  
Work Schedule: Monday – Friday 8:00 AM – 5:00 PM, with occasional evenings and weekends

Nature of Responsibilities:
Perform a variety of administrative and patient care supportive duties in Student Health. Assist administrative, medical and/or nursing staff in the registration, examination and treatment of patients, ensuring the office runs smoothly.

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<tr>
<th>Specific Duties</th>
<th>% of Effort</th>
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<tr>
<td>1. Register and process appointment check-in and check-out in the electronic medical record systems. Enter and/or verify health insurance information and collect payments as necessary. Check to ensure eligibility for services. Schedule appointments for new and returning student patients.</td>
<td>60%</td>
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<td>2. Provide information to other clinics and ancillary services. Provide routine information regarding Student Health services and direct patients to assigned areas and other locations upon request.</td>
<td>10%</td>
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<td>3. Assist medical and nursing staff in a variety of tasks including: Taking medical histories and recording vital signs. Explaining treatment procedures to patients and preparing patients for examinations and procedures. Assisting the physician during the examination and procedures. Collect and prepare laboratory specimens and perform basic laboratory tests on the premises. Dispose of contaminated supplies. Sterilize medical instruments. Promote patient/family understanding of the educational content and his/her involvement in the plan of care, and document in patient record. Prepare and administer medications as directed by a physician Authorize drug refills as directed and telephone prescriptions to a pharmacy. Draw blood. Prepare patients for x-rays, tests and procedures. Take electrocardiograms. Remove sutures/ staples. Change sterile and non-sterile dressings. Perform other clinical functions as delegated and supervised by the physician</td>
<td>25%</td>
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<td>4. Perform other related duties incidental to the work described herein.</td>
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The above statements describe the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.

**Required Minimum Qualifications**

Work requires the ability to understand and follow oral and written instructions. Graduation from a Medical Assistant program accredited by the Commission on Accreditation of Allied Health Education (CAAHEP) or the Accrediting Bureau of Health Education Schools (ABHES). High school or GED graduation required. Certification or Registration by AAMA or AMT required. Certification by AAMA preferred.

Experience in college health or an ambulatory care setting is preferred.