



Clinic Support Series

Classification Title	Class Code	Date Established
Clinical Assistant	8137	06-01-06
Medical Assistant	8148	06-01-06

OVERVIEW:

The Clinic Support Series is comprised of two classifications that provide progressive levels of technical, administrative, clerical, and support services to Student Health Center operations. Most often, incumbents are assigned to nursing support, but also may be assigned to other clinical departments such as the laboratory, pharmacy, radiology, optometry, or physical therapy services. Clinical and medical support functions are performed under the supervision of physicians, nurse practitioners, physician assistants, registered nurses, or other similar licensed professionals and do not involve any assessments or treatments that only may be performed by licensed professionals. Formal training and the level of medical and technical services provided distinguishes the two classifications within the series as follows:

Clinical Assistant - Incumbents perform a variety of standard clinical assistance tasks, as well as administrative and clerical duties in support of Student Health Center operations. Work is performed under the supervision of a licensed professional, as noted above. Incumbents are not required to possess any formal training, licensing, or certification. The Clinical Assistant is distinguished from administrative support classifications in that the Clinical Assistant's work is primarily related to health care support and not clerical duties.

Medical Assistant - Incumbents are distinguished from Clinical Assistants by their formal training, which permits them to administer medication employing a variety of means, including injection, and to perform numerous technical medical services for which they have received specific training. Work is performed under the supervision of a licensed professional, as noted above, in compliance with applicable state regulations and the Medical Board of California. Formal training must be obtained, as outlined under the Typical Qualifications for Medical Assistants.

CLINICAL ASSISTANT

Under regular supervision, Clinical Assistants perform a variety of standard clinical assistance work as well as administrative and clerical duties in support of Student Health Center operations. Incumbents follow standard policies and procedures in performing clinical assistance tasks. The following examples of typical work activities are meant to illustrate the general range of work functions performed by Clinical Assistants; they are not meant to be all-inclusive or restrictive. Work assignments may involve related activities and may be focused in one or more departments within the Student Health Center.

- ◆ Coordinate patient flow, including escorting patients to clinical areas and instructing them on how to prepare for examinations or medical treatments.
- ◆ Prepare examining and treatment rooms, including changing linens, setting up treatment trays, and sterilizing and setting up instrument trays and equipment, as required by the practitioner.
- ◆ Collect, record, and monitor patient data and routine measurements, such as height, weight, and temperature, and vital signs such as blood pressure and pulse.

- ◆ Assist practitioners in the delivery of health care services. May perform some basic tests such as peak flow, vision screening, and hearing testing, as well as some limited preparatory tasks not requiring a licensed professional, but for which the incumbent has received specific training.
- ◆ Ensure health care delivery areas are fully stocked, organized, clean, and disinfected as necessary. Order supplies as necessary.
- ◆ Support the full range of clerical and administrative functions within the Student Health Center including appointment scheduling for practitioners, patient reception, and locating and distributing medical records to practitioners. May assist in the processing and filing of medical and insurance documents.
- ◆ Work with practitioners to ensure patient rights to privacy, safety, and confidentiality are maintained.
- ◆ May be assigned to support other clinical departments such as the pharmacy, optometry, radiology, clinical laboratory, or physical therapy, and perform a similar range of support duties that do not require licensing or certification.

TYPICAL QUALIFICATIONS:

Knowledge:

Basic knowledge of daily clinic operations and organization ranging from patient scheduling and reception to delivery of health care services and processing of paperwork; aseptic techniques and requirements; and the uses, application, and proper operation of various medical supplies and equipment used in performing the duties described above, such as in preparing examining rooms, obtaining patient data, and assisting practitioners.

Abilities:

Incumbents must be able to learn clinical assistance methods and techniques; understand and use basic medical assistance terminology to accurately and efficiently support practitioners and follow their instructions; perform clinical assistance activities accurately and timely; handle instruments and equipment properly; read and write English at a sufficient level to support maintaining accurate records and reading medical terminology; use health center automated systems to enter and maintain data and prepare simple reports; maintain effective working relationships with practitioners and other health center support staff; and be sensitive to and communicate effectively with diverse patients.

Education and Experience:

Incumbents must possess a high school diploma or equivalent. In addition, familiarity with a health care setting is essential, with at least six months of related experience highly preferred.

MEDICAL ASSISTANT

Medical Assistants perform a variety of medical technical support services within their scope of practice, as defined by the Medical Board of California. Medical Assistants are distinguished from Clinical Assistants by their formal training which permits them to administer medication employing a variety of means, including injection, and perform numerous standard tests and limited procedures. Typically, this formal training is obtained through an approved and accredited medical assisting program. Medical Assistants may only perform those duties authorized by their supervising physician who, in compliance with applicable state regulations, must be present in the facility when the Medical Assistant is performing specified procedures.

The following examples of typical work activities are meant to illustrate the general range of work functions performed by Medical Assistants; they are not meant to be all-inclusive or restrictive. Work assignments may involve related activities and may be focused in one or more clinical departments within a Student Health Center. Based on their formal training, Medical Assistants typically perform the following duties within their scope of practice, but also may perform any of the duties outlined for Clinical Assistants.

- ◆ Administer medication or immunizations by intramuscular, intradermal, or subcutaneous methods, as well as by inhalation, orally, sublingually, or other methods. In all cases, a licensed professional, as listed in the series overview, must verify medication dosage.

- ◆ Perform TB skin tests, measure and describe results, and refer for interpretation.
- ◆ Perform phlebotomy, which entails drawing blood by skin puncture or venipuncture to provide samples for clinical analysis and testing. If an incumbent is performing phlebotomy outside the defined scope of practice for Medical Assistants, appropriate phlebotomy certification may be required by the State of California.
- ◆ Assist practitioners in the delivery of such health care services as examinations, clinical procedures, and medical treatments.
- ◆ Perform a variety of standard tests and medical technical services not requiring a licensed professional, but for which the incumbent has specific training, such as vision screening, audiometry and hearing tests, electrocardiograms, peak flow testing and spirometry, removal of sutures and bandages, removal of casts and splints and other external devices, nasal smears of the nasal cavity only, ear lavage, throat cultures, specimen collection by non-invasive techniques, and CLIA-waived testing ordered by a physician or other clinician.
- ◆ Keep current with the medical assisting field and maintain competencies relative to the scope of practice.
- ◆ Support clinic administrative and clerical functions and perform other related duties within their scope of practice, as defined by the Medical Board of California.

TYPICAL QUALIFICATIONS:

Knowledge:

In addition to the knowledge requirements of the Clinical Assistant, the Medical Assistant must possess a working knowledge of daily clinic operations; working knowledge of aseptic techniques and requirements; working knowledge of the uses, application, and proper operation of various medical supplies and equipment used in performing the duties described above; basic knowledge of anatomy and physiology appropriate to the duties assigned; understand the potential hazards or complications resulting from administering medications and know how to initiate emergency procedures; and possess working knowledge of California laws and regulations pertaining to medical assistants.

Abilities:

In addition to the abilities identified for the Clinical Assistant, the Medical Assistant must demonstrate the proper techniques in administering medications in a variety of manners including by intramuscular, intradermal, or subcutaneous methods and by inhalation; proper techniques in performing injections and phlebotomy; competency in performing assigned medical technical support services such as the standard tests and limited procedures described above; maintain effective working relationships with practitioners and other health center support staff; and be sensitive to and communicate effectively with diverse patients.

Education and Training:

A high school diploma or equivalent is required. While Medical Assistants are not certified, registered, or licensed in the State of California, the Medical Board of California does require that medical assistants complete specific types and hours of training to perform the duties outlined in their scope of practice. This training must be documented and a physician or other qualified teacher, as identified by the Medical Board of California, must certify in writing that the Medical Assistant has completed the training successfully. CSU-specific requirements are as follows:

1. Most commonly, incumbents are required to possess a certificate of completion from an accredited and approved medical assisting program through the Department of Education or Bureau of Private Postsecondary and Vocational Education within the Department of Consumer Affairs. In this case, the supervising CSU physician must verify competencies.

or

2. At the discretion of the Student Health Center director, an in-house campus-training program may be developed according to the guidelines established by the Medical Board of California. In this case, a CSU physician must document and certify in writing that the formal training and clinical practice hours required by the Medical Board of California to perform the duties of a Medical Assistant have been completed successfully.

NOTE: If a Medical Assistant is performing phlebotomy outside the regular scope of practice, appropriate phlebotomy certification may be required by the State of California.