



MEDICAL ASSISTANT SPECIALIZED DIPLOMA

ESSENTIAL JOB FUNCTIONS

All individuals, including persons with disabilities, who apply for admission to the Northampton Community College Medical Assistant Specialized Diploma Program, must be able to perform specific essential functions with or without reasonable accommodation.

The student should carefully review the essential qualifications listed below and decide if he or she has any limitations that may restrict or interfere with satisfactory performance of any of these requirements. The student should consult with the program director regarding any individual situation which may affect the student's ability to meet these requirements. Requests for reasonable accommodation will be considered (Please refer to "Accommodations" section).

Vision

The medical assistant student must be able to read instruments, scales, charts, and graphs that may include color differentiation and depth perception. Students are required to prepare and maintain medical records, recognize emergencies, read medication orders, read medication measurements, assess patient physical conditions, and read and document information in both written and computerized formats.

Speech and Hearing

The medical assistant student must have sufficient speech and hearing ability to interact using verbal communications with patients and other members of the healthcare team not solely based on visual cues. The student must be able to hear instrument timers, alarms, heart and blood pressure sounds, and is able to transmit that information to members of the health care team. The student must be able to obtain accurate blood pressure, interview and take patient histories, instruct patients with special needs, use proper telephone technique, receive, organize, prioritize and transmit information and perform medical transcription.

Fine Motor Functions

The medical assistant student must manifest all the skills necessary to carry out diagnostic and clinical procedures, and safely operate equipment. This includes grasping with both hands, and pinching with thumb or forefinger to manipulate equipment and delicate instruments. The student must be able to perform phlebotomy, electrocardiography and medications administration safely and accurately. This may include handling small containers of potentially bio-hazardous specimens, putting on personal protective equipment, and setting up and maintaining a sterile field. In addition, the student must be able to perform basic secretarial skills and perform medical transcription.

Gross Motor Functions

The medical assistant student must be able to support patients when ambulating, assisting patients in and out of a wheelchair, and on and off an exam table. An example may include pushing a patient weighing 200 pounds in a wheelchair. The student must be able to kneel, bend, stoop, and /or crouch to reach equipment, patient supplies, respond to emergency situations in a timely fashion, and perform CPR. This may include lifting and caring equipment weighing up to 50 lbs., bending, reaching above the shoulders and/or twisting to position examination table, and/or adjust equipment.

Psychological Stability

The medical assistant student must demonstrate the ability to handle difficult interpersonal and stressful situations in a calm, tactful, and responsible manner. The medical assistant student must be able to recognize emergency situations and be able to take effective and appropriate action. The student must display attitudes and actions consistent with the ethical standards of medical assisting.

Communication

The medical assistant student must have adequate communication skills to communicate English orally and in writing with patients and members of the health care team using correct grammar, punctuation and spelling. In addition, the student's communication skills must be effective and respectfully transmitted in order to elicit information. Verbal communication must be clear and easily understood. The student must also be able to read and comprehend written material in English.

Intellectual and Cognitive Abilities

The medical assistant student must be able to measure, calculate, reason, analyze, synthesize, integrate and apply information. Problem solving, a clinical skill required of medical assistants, requires all of these intellectual abilities.

Behavioral and Social Attributes

The medical assistant student must possess the emotional health required to use his or her intellectual abilities fully, such as exercising good judgment, promptly completing all responsibilities attendant to the diagnosis and care of patients, and developing mature, sensitive and effective relationships with patients and other healthcare professionals. The medical assistant student must be able to tolerate physically taxing workloads and function effectively under stress. The student must be able to adapt to changing environments, display flexibility, and learn to function in the face of uncertainties and ambiguities inherent in the clinical problems of many patients. Compassion, integrity, concern for others, interpersonal skills, interest and motivation are personal qualities that will be necessary for success as a Medical Assistant.

Ethical Standards

The medical assistant student must demonstrate professional demeanor and behavior and must perform in an ethical manner in all dealings with peers, faculty, staff and patients.