

## Medical/Nursing Assistant

**DESCRIPTION OF WORK:** This class performs basic patient care tasks, supportive counseling and a variety of treatments. Direct patient care duties include physical and personal care, assisting patients with activities of daily living, and performing routine treatments, under the close supervision of a Professional Nurse or Physician. Employees may also clean and maintain the patient care environment, perform routine clerical functions, and transport and move patients. Employees may obtain and record pertinent health information, maintain patient data and reports, and provide information to individuals and families.

### **EXAMPLES OF COMPETENCIES:**

#### **CONTRIBUTING**

**Technical Knowledge:** Knowledge of basic nursing techniques and procedures.

**Client/Customer Service:** Ability to demonstrate a professional, caring approach. Ability to demonstrate patience in dealing with patients' families.

**Communication:** Ability to understand and follow oral and written instructions.

#### **JOURNEY**

**Technical Knowledge:** Working knowledge of appropriate patient care techniques and treatments. Knowledge of appropriate procedures and guidelines for infection control. Working knowledge of services and appropriate nursing practices.

**Client/Customer Service:** Ability to work as a team player with multi-disciplinary healthcare staff. Ability to deliver services in an organized and methodical manner.

**Communication:** Ability to explain procedures or tasks to be performed to patients and/or their families. Ability to communicate with patients and families in a manner they understand, such as verbally, in writing, by demonstration, etc. Ability to document subjective and objective data, action taken and plan of care.

#### **ADVANCED**

**Technical Knowledge:** Full knowledge of appropriate patient care techniques and procedures. Full knowledge of standard procedures and practices of Medical Assisting.

**Client/Customer Service:** Ability to anticipate patient needs. Ability to develop and maintain professional relationships with patients and their families by listening, understanding and responding to identified needs.

**Communication:** Ability to communicate information in a concise and descriptive manner. Ability to use interview techniques that assist the patient in describing his/her symptoms and assist in discerning the situation. Knowledge of communication techniques.

**MINIMUM TRAINING AND EXPERIENCE:** Demonstrated possession of the competencies necessary to perform the work.

**Necessary Special Qualification Requirements** – Some positions may require registration as a Nurse Aide by the North Carolina Board of Nursing, or certification through the American Association of Medical Assistants (AAMA.)

**Special Note:** This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.