

## MEDICAL JOB FAMILY – MEDICAL TECHNICAL ASSISTANT

**JOB FAMILY CONCEPT:** The Medical job family is responsible for all aspects of medical-related activities. Medical roles serve to foster prevention, diagnosis and treatment of disease in patients and to provide quality patient healthcare through the execution of appropriate and quality technical and professional duties, services, and specialties. The Medical function includes, but is not limited to general medical support and patient care, client education, training, technical support, diagnosis and treatment of injuries and illnesses, and other medical-related services provided within clinical laboratory, nursing, veterinary, dental, pharmacy, family medicine, internal medicine, and other medical-related settings.

### **MEDICAL TECHNICAL ASSISTANT**

The Medical Technical Assistant role supports medical functions by performing medical support and patient care. This includes but is not limited to providing routine correspondence, transporting patients, cleaning and preparing areas, observing and identifying changes in patient conditions, exercising patients, preparing patients for examination and procedures, and assisting medical providers as necessary.

The **Medical Technical Assistant** role is distinguished from the **Medical Technical Aide** role in that it is responsible for medical support and patient care.

The **Medical Technical Assistant** role is distinguished from the **Medical Technical Specialist** role in that it is responsible for providing direct patient care.

### **MEDICAL TECHNICAL ASSISTANT 1**

#### *Typical Functions*

Provides transfer and transport of patients, equipment, supplies, and/or specimens with the medical facility. Answers phone calls and emails. Cleans and prepares area to specified standards. Maintains and cleans equipment and supplies. Orders and stocks supplies. May observe and identify changes in patient conditions, and report concerns to supervisor or attending medical provider. May provide exercise for patients. May schedule patient appointments. May provide work direction for students.

#### *Complexity and Decision Making Authority*

Provides routine support for the assigned functional area. Work is closely monitored by supervisor. Tasks are generally, well-defined and standardized in nature.

#### *Knowledge, Skills, and Abilities*

Knowledge of the area of medical care provided. Knowledge of applicable regulations, policies, and procedures. Ability to work in high stress situations. Ability to work in a fast paced environment. Excellent customer service skills. Ability to communicate effectively both orally and in writing.

#### *Education/Experience*

High school graduation or the equivalent and six months relevant work experience or an equivalent combination of training and experience. Certification in a relevant field preferred.

### **MEDICAL TECHNICAL ASSISTANT 2**

#### *Typical Functions*

Records and reports patient concerns to medical provider. Prepares patients for examinations and procedures, which may include recording vitals and standard medical history question responses. Assists medical provider with medical procedures. Administers injections and medications as directed. Performs lab procedures or specialty skills. Educates patients or their representatives on results, follow up care, or discharge instructions. Maintains and replenishes supplies. Works with other medical providers to schedule additional care or diagnostic testing. Communicates with patients or

their representatives on status of patient. Assesses patient behavior and decides when to contact supervising medical provider for assistance. May provide work direction for students or lower level staff.

Complexity and Decision Making Authority

Employee performs assigned tasks independently, following established policies and procedures; may set priorities and organize work within general guidelines established by supervisor/manager. New or unusual situations are referred to supervisor.

Knowledge, Skills, and Abilities

Advanced knowledge of the area of medical care provided. Advanced knowledge of applicable regulations, policies, and procedures. Ability to work independently. Ability to quickly assess situation and determine course of action.

Education/Experience

Relevant medical education and certification, and two years relevant work experience or an equivalent combination of training and experience. Certification in a specialized field preferred. Licensure preferred.

**MEDICAL TECHNICAL ASSISTANT 3**

Typical Functions

Performs functions of Medical Technical Assistant 2, in addition to performing specialized tasks in an area of expertise. Coordinates the work of the unit. Provides substantial work direction to lower level staff, and participates in the hiring, performance review process, and disciplinary process. Trains, mentors, and develops lower level staff and students. Creates and maintains schedules for department/unit, which may include the schedule of other medical providers. Ensures compliance with applicable regulations, policies, and procedures. Creates and disseminates reports. May work as a coordinator of a program or a liaison within a specialized area of expertise. May work with external contacts to learn new equipment, medications, and procedures and then develops training for staff based on information gained.

Complexity and Decision Making Authority

Work is performed within established guidelines. Decisions include how to carry out work in varying circumstances by interpreting individual situations and determining which guidelines are most effective out of those available.

Knowledge, Skills, and Abilities

Knowledge of a specialty area of the medical field. Expert level knowledge of applicable regulations, policies, and procedures. Ability to motivate, train, develop, and provide work direction to staff. Ability to analyze data and trends, and prepare reports. Ability to quickly assess situation and determine course of action.

Education/Experience

Relevant medical education and certification, and three years relevant work experience or an equivalent combination of training and experience. Certification in a specialized field preferred. Licensure preferred.

**MEDICAL TECHNICAL ASSISTANT 4**

Typical Functions

Manages administrative and financial operations for a unit or multiple units, including supervision of medical technical and support staff. Responsible for facility and equipment including identification of concerns, and arranging resolution and repair of maintenance concerns. Creates and presents reports. Interprets regulations and policies and develops procedures to ensure compliance. Arranges and assesses training needs, which may include the creation and delivery of training. For the most complex cases, assists medical provider with medical procedures utilizing specialized skills from multiple areas of expertise. For highly sensitive situations, acts as the point of contact with patient's representatives.

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May perform daily functions of lower level staff in an emergency, or to provide coverage when staff are out or otherwise occupied.

*Complexity and Decision Making Authority*

Applies broader aspects of established practices and procedures to situations not falling clearly within the limitations of accepted practices.

*Knowledge, Skills, and Abilities*

Advanced knowledge of multiple specialty areas of the medical field. Expert level knowledge of applicable regulations, policies, and procedures. Ability to enforce rules and regulations effectively. Ability to motivate, train, develop, and supervise to staff. Ability to calm clients and de-escalate situations.

*Education/Experience*

Relevant medical education and certification, and five years relevant work experience or an equivalent combination of training and experience. Certification in a specialized field preferred. Licensure preferred.