

CENTRAL MONTANA MEDICAL CENTER
POSITION DESCRIPTION

Position Title	PAIN CLINIC MEDICAL ASSISTANT
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Department	PAIN MANAGEMENT	Exempt	
Immediate Supervisor	OR Manager	Non-exempt	x
Supervisor next in line	CCO	Workweek	32 - 40

POSITION SUMMARY

The Pain Clinic Medical Assistant provides direct clinical and administrative support to healthcare providers in a specialty setting focused on diagnosing and managing acute and chronic pain. This role is responsible for assisting with patient intake, documenting medical histories, preparing patients for examinations and procedures, and supporting pain management treatments. The Medical Assistant ensures accurate documentation, coordinates care and promotes patient comfort and safety while maintaining efficient clinic operations. Strong communication, attention to detail, and the ability to work with patients experiencing complex pain conditions are essential for success in this role.

Continued employment and raises in this position are dependent upon Central Montana Medical Center's fiscal viability and:

- Actions and communications that contribute to a team concept and create a **positive** environment for **all** customers
- Acceptable performance of essential and all job duties
- Acceptable attendance record
- Accountability for safety to self, patients, visitors and all customers, and care of equipment and building
- Adherence to departmental and facility policies and procedures, education requirements, compliance monitoring and reporting, and CMMC Code of Conduct
- Accountability for the consequences of own actions
- Physical and emotional ability to perform essential functions
- Acceptable background investigation results if required for position

Minimum Education, Experience, Licensure, Certification required:

- High School diploma or equivalent
- Certificate from an Accredited Medical Assistant Program, CMA preferred
- BLS certification required

ESSENTIAL FUNCTIONS/DUTIES:

(Must be able to perform with or without accommodation)

1	Measure and document patient vital signs, including but not limited to pulse, blood pressure, respiratory rate, temperature, and weight.
2	Prepare patients for procedures or consultations by ensuring required consents are signed, assisting patients into gowns, preparing SL kits at bedside for RN use, and supporting instrument handling.
3	Answer telephone calls, schedule patients for procedures, consultations, and follow-up appointments, and complete timely appointment reminder calls.
4	Restock clinic supplies as needed, including gowns, laundry, blankets, and other essential materials.
5	Perform end-of-day cleaning duties, including transporting laundry to the OR laundry room and sanitizing chairs, vital sign machines, counters, procedure room beds, and desks.
6	Review patient charts at the end of the day and file them appropriately in the HIM system on Acute Care.
7	Participate in end-of-day debriefs and prepare charts for upcoming patient encounters.
8	Other duties as assigned within scope of practice.

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Knowledge, Skills, Abilities:

Knowledge	
<ul style="list-style-type: none"> • Knowledge of medical terminology • Familiarity with vital signs measurement and normal/abnormal ranges • Knowledge of patient privacy regulations (e.g., HIPAA) and medical documentation standards • Basic understanding of pain management treatments, medications, and procedures 	
Skills	
<ul style="list-style-type: none"> • Strong clinical skills, including accurate vital sign collection and patient preparation for procedures • Excellent communication and interpersonal skills to interact effectively with patients experiencing acute or chronic pain • Organizational and time-management skills to handle scheduling, charting • Proficiency in electronic health records (EHR) systems and basic computer applications or ability to become proficient • Ability to multitask in a fast-paced clinical environment while maintaining attention to detail 	
Abilities	
<ul style="list-style-type: none"> • Ability to provide compassionate, patient-centered care with sensitivity to individuals experiencing pain or discomfort • Ability to follow instructions, protocols, and provider directions with accuracy • Ability to maintain confidentiality and exercise sound judgment in handling patient information • Ability to perform physically demanding tasks, including standing for long periods and assisting patients with mobility • Ability to work collaboratively as part of a multidisciplinary healthcare team • Ability to adapt to changing priorities and clinical needs throughout the workday 	

OCCUPATIONAL EXPOSURE for this position:

X	Category I	Direct contact with blood or other bodily fluid to which universal precautions apply
	Category II	Activity performed without blood/bodily fluids exposure, but exposure may occur in emergency
	Category III	Task/activity does not ordinarily entail predictable exposure to blood/bodily fluids

OTHER EXPOSURE for this position:

	Radiation	
	Noise	
X	Other (Specify)	Extended periods in front of PC.

PHYSICAL DEMANDS:

(Essential functions strength rating for position - see Job Analysis)

	Sedentary	Exert up to 10# occasionally or negligible force frequently
	Light	Exert up to 20# occasionally, < 10# frequently or negligible force constantly
X	Medium	Exert up to 50# occasionally, up to 25# or up to 10# constantly
	Heavy	Exert up to 100# occasionally, up to 50# frequently or up to 20# constantly
	Very Heavy	Exert > 100# occasionally, > 50# frequently or > 20# constantly

I HAVE READ AND UNDERSTAND THIS POSITION/JOB DESCRIPTION, AND HAVE BEEN PROVIDED THE OPPORTUNITY TO ASK QUESTIONS AND RECEIVE APPROPRIATE ANSWERS. I ALSO UNDERSTAND THAT REASSESSMENT OF ABILITIES TO MEET POSITION REQUIREMENTS MAY BE PERIODICALLY REEVALUATED.

Employee's Signature	Supervisor's Signature	Date