

Essential Functions: Medical Assistant

The following is a list of essential functions of a Medical Assistant that are required to participate in clinical/practicum and, ultimately, practice the profession.

Heartland Community College complies with all provisions of the Americans with Disabilities Act and makes reasonable accommodation upon request for qualified individuals. If you believe that you may need accommodation to assist you in performing the functions listed below, please contact [Student Access and Accommodation Services](#) 309-268-8259.

Communication Skills

Ability to:

- Follow written and oral directions
- Listen effectively
- Communicate/coach with sensitivity
- Adapt communication based on diverse needs of patients
- Recognize, interpret, and respond appropriately to non-verbal behavior
- Communicate effectively in English, both verbally and in writing, with patients, families, and other health care providers.

Motor Skills

Ability to:

- Guide and assist patients with transfers and ambulation
- Maneuver and move quickly in examination rooms, labs, and hallways
- Perform CPR without assistance
- Bend, twist, push, pull, reach, stand, sit, and walk
- Maintain awkward positions for prolonged periods of time
- Calibrate and use equipment
- Manipulate small specimen collection
- Perform phlebotomy, electrocardiography, and medication administration safely and accurately
- Perform basic secretarial skills

Sensory/Observation Skills

Ability to:

- Use auditory, tactile, and visual senses to collect data regarding patient status and to provide patient intervention (e.g. auditory cues to hear breathing sounds and take blood pressure measurements, tactile cues to monitor pulse, visual cues to monitor skin)
- Use auditory and visual senses to monitor warnings or procedure termination signals
- Use visual senses to observe patient responses and to read gauges, instrument printouts, and medication and medication measurements
- Use visual senses to read documentation in written and computerized formats

Problem Solving Skills

Ability to:

- Problem-solve for effective patient care (measure, calculate, reason, prioritize, analyze, synthesize, and apply information)
- Address problems or questions to the appropriate person at the appropriate times
- Recognize emergency situations and respond appropriately
- Adhere to policies and procedures

Behavioral Skills and Professional Behavior:

Ability to:

- Establish good rapport with patients, instructors, classmates, and coworkers
- Accept criticism and reflect upon provided feedback to improve performance and practice
- Demonstrate compassion, integrity, and concern for others
- React calmly to urgent situations
- Work with individuals of varying socioeconomic, ethnic, and cultural backgrounds

Environmental Safety:

Ability to:

- Tolerate frequent hand washing
- Use germicides and bodily fluid precautions