BIS 3850 Medical Assistant Internship at Porter Family Medicine in McKay Dee Hospital

By Tyler Torrico
• Record patient vital signs
  – Blood pressure, saturated oxygen levels, heart rate, weight, height, head circumference, temperature

Left: Automated blood pressure, %O2, Heart Rate, Temperature Station

Right Top: Baby weighing, head circumference station

Right Bottom: Weight and height station
• Room patient
  – Listen and discuss patient concerns, document patient vitals and concerns in computer system, provide patient with proper attire for physician (gowns, shorts, or unwrap wounds)
• Room Patient
  – Prepare procedure rooms

Preparing tools for a vasectomy
Drawing up Lidocaine
• Collect samples per physician order
  – Urine analysis
    • Pregnancy tests, dipstick test, send to lab for culture
  – Blood droplet analysis
    • Hemoglobin A1C (diabetic testing), Hematocrit, INR (blood thickness check), Iron level check
  – Swab
    • Quick strep test throat swab, send to lab for culture, send physician collected swaps to lab (pap smears, etc.)
  – Stool Samples
    • Provide patients with proper materials and instructions, prepare slides with sample
  – Venous Blood Draws
    • Collect larger amounts of blood from veins using phlebotomy, complete paperwork, label samples and use proper tubes
  – Radiography
    • Perform requested X-rays: Skull/Sinus, Spinal, Extremities, Chest
  – Other
    • Vision checks & EKG’s
Urine Analysis Cup
Urine Analysis Dipstick Machine
Pregnancy Test
Hemoglobin A1C Machine  INR Machine  Hematocrit Machine  Finger pokers
Venous Blood Draw
• Other job duties:
  – Order supplies (my specific job for entire clinic)
    • All lab supplies
      – A1C, Hemoglobin, Mono tests, Pregnancy tests, Urine and blood test tubes, Urine dipsticks, finger punctures, vein puncture supplies, specific limited medications, urine collecting cups, stool collecting kits
    • Room supplies
      – Band aid’s, gauze, syringes, needles, tongue depressors, alcohol swaps, disposable shorts, gowns, towels, table paper
  – Transport patients to inpatient floors in hospital
  – Maintain medical records
  – Call patients and report lab results and pass on physician messages
  – Maintain/clean assigned patient rooms with supplies
Cross Training

- Referral training
  - Schedule referral appointments with patients and specialty physicians
    - Cardiologists, Urologists, Gynecologists, etc.

- Prior Authorizations
  - Call insurance companies to schedule/approve procedures for patients

- Home Visits
  - Assist physicians on patient home visits with procedures and check ups
Cross Training

• Front Desk
  – Check in patients
  – Update demographics
  – Record insurance information
  – Collect co-pay
  – Assess patient condition (refer to E.R. if needed)
Cross Training

• Scheduling
  – Schedule appointments with patients
  – Assess patient condition (refer to E.R. if needed)
  – Send messages to physicians regarding medication refills
  – Call patients and report lab results
Major Personal Learning Outcomes

• Physician Qualities
  – Observed physician traits to incorporate into my own career
  – Observed physician traits to not incorporate into my own career

• Patient Interactions
  – Learned how to interact and converse with patients and discuss sensitive topics
Major Personal Learning Outcomes

• Observed how a medical office functions
  – Clinical, Billing, Scheduling, Management, Physician Management etc.

• Learned about finances in health care
  – Role of insurance
  – How uninsured pay for health care expenses
  – Learned actual expenses of healthcare across a wide demographic