VALLEY VIEW HEALTH CENTER

# JOB DESCRIPTION

Job Classification: Certified Medical Assistant (CMA) – Clinical Pharmacy

Reports to: Assistant Clinical Pharmacy Director

Supervises: None Last reviewed: 10/20/2026

---

POSITION PURPOSE:

This position provides front and back-office support to providers and care teams composed of nurse practitioners, physician assistants, physicians, pharmacists nurses, medical assistants, and front desk staff in delivery of care to VVHC's diverse patient population.

REPORTING RESPONSIBILITIES:

Reports to Assistant Clinical Pharmacy Director about work schedule, supply needs and time off. Support Providers with patient and clinic needs. The Assistant Clinical Pharmacy Director will coordinate annual evaluations with Assigned Providers, the Pharmacy Service Line Administrator, and the Pharmacy Director.

MINIMUM QUALIFICATIONS:

**Education:** High school graduate or equivalent. Completion of an accredited certified medical assistant program.

**Licensure/Certification:** Certified Medical Assistant, Current BLS certification (must be an in-person certification), obtain a Pharmacy Assistant License upon hire.

**Experience:** Two years of experience in health field preferred. Physician office experience preferred.

**Equipment/Skills:** Excellent customer service, oral and written communication skills. Compassion for patients is required. Must be able to work well in a team environment. Ability to multi-task in fast-paced work environment, with an ability to anticipate future needs. Basic computer user skills. Medical terminology and accurate spelling ability.

**Physical demands:** Ability to physically perform the functions of the job, including sitting, standing, walking, lifting, carrying, bending, and reaching with or without reasonable accommodation.

**Status Classification:** Hourly

PRIMARY JOB RESPONSIBILITIES:

A. Demonstrates knowledge of and can explain the practical implications of the laws and regulations which affect the CMA's scope of practice.
B. Ensures confidentiality of all patient's information per Valley View Health Center policy and HIPAA guidelines.
C. Demonstrates infection control techniques and standard and transmission-based precautions.
D. Demonstrates the ability to identify and implement safety and emergency procedures.

E. Demonstrates commitment to helping the clinical pharmacy team grow

F. Respects and works well with all team members and interacts with public in a professional and courteous manner.
G. Attends and participates in all staff meetings and trainings.
H. Performs other related duties as assigned that are within both scopes of practice and are privileged for:
    - Completes all trainings and competency checklists applicable to position.
    - Accepts assignments willingly.
    - Huddles with designated care team to discuss complex patients prior to their visit.
    - Prioritizes workload to ensure patient safety.
    - Asks appropriate clarifying questions relative to scope of assignment and practice.
    - Documents accurately and timely in EHR.
I. MA responsibilities specific to clinical pharmacy program include:
    a) Direct Patient outreach to increase referrals and appointments for clinical pharmacy
    b) Assisting with scheduling
    c) Completing diabetes education intake questionnaires by telephone
    d) Telephone follow-ups (home BP, glucose values, education)
    e) Providing supervised education regarding glucometers, and continuous glucose monitors
    f) Other patient care coordination responsibilities (addressing barriers to care, connecting patients with community resources, and reinforcing self-management goals between visits.)

ACKNOWLEDGMENT:

I have read and understand the above CMA Job Description and agree with it.

_____ _____
Employee's Signature Date

_____ _____
Regional Administrator's Signature Date