**Job Summary:** A team member of nursing service, that participates in the delivery of health care to the patients of [CHC].

**Reports To:** Nursing Services Manager

**Supervision Exercised:** None

**Education:**

1. A current state license - Licensed Practical Nurse (L.P.N.) or certificate in Medical Assisting.

2. Current B.C.L.S. Course (C) C.P.R.

**Skills/Abilities:**

1. One year as an L.P.N. or Medical Assistant

2. New graduates may be acceptable pending academic/clinical standing in graduating class and recommendations from clinical instructors.

3. Essential to have ability to understand information/instruction, be able to exchange verbal information with others and ability to present information/instruction verbally.

4. Essential to have ability to read and understand written materials and to compose information/instruction in a written form.

5. Essential to have ability to memorize.

6. Essential to have ability to reason mathematically, have analytical skills and be able to problem solve.

7. Ability to speak Spanish preferred.

**Competency:**

To perform the job successfully, an individual should demonstrate the following competencies:

* **Analytical-**Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Follows work flows and procedures.
* **Problem Solving**-Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group- problem solving situations; Uses reason when dealing with emotional topics.
* **Patient Care**- Manages difficult or emotional patient situations; Responds promptly to patient needs; Solicits patient’s feedback to improve service; Responds to patient request for service and assistance; Meets commitments.
* **Interpersonal Skills**-Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others’ ideas and tries new things.
* **Oral Communication**-Speaks clearly and persuasively in positive and negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
* **Written Communication**-Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
* **Teamwork**-Balances team and individual responsibilities; Exhibits objectivity and openness to other’s views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interest; Able to build morale and group commitments to goals and objectives; Supports everyone’s efforts to succeed.
* **Judgment**-Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasons for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
* **Motivation**-Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence.
* **Planning/Organizing**-Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Meets goals and objectives of department.
* **Professionalism**-Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration; Accepts responsibility for own actions; Follows through on commitments.
* **Quality**-Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
* **Quantity**- Meets productivity standards; Completes work in a timely manner; Strives to increase productivity; Works quickly.
* **Safety and Security**-Observes safety and security procedure; Reports potentially unsafe conditions; Uses equipment and materials properly.
* **Adaptability**-Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays or unexpected events.
* **Attendance/Punctuality**- Is consistently at work on time
* **Dependability**-Follows instructions, responds to management directions; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.
* **Initiative**-Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Asks for and offers help when needed.

**Principal Duties and Responsibilities:**

1. Ensure the functions and activities of this department and embrace the philosophy, mission, and values of the Board of Directors of [CHC].
2. Adhere to the guidelines and procedures of [CHC]
3. Knowledge of all case management programs (WWC, EIS, Colposcopy, Pediatric and Geriatric Immunization) used within the department.
4. Knowledge of Geriatric Immunization Policy & Procedure.
5. Knowledge of immunization schedule for both geriatrics and pediatrics.
6. Knowledge of PCN scheduling, insurance, patient demographics, colposcopy or medical discharge etc.
7. Knowledge to navigate SMART & Women’s Breast Cancer Data Base CM tracking systems.
8. Knowledge to navigate MediTech and Net Access
9. CM & administers Gardasil Vaccination for women on Drug Subsidy Program
10. Functions as WWC clinic MA and Colposcopy Clinic as assigned.
11. Responsible to schedule Well Women’s Clinic clinics and fill schedules.
12. Responsible to confirm appointment with patients day prior of scheduled appointment and provide education for patient rescheduling or that no show scheduled appointment.
13. Responsible to daily pull all fee slips for women ages 40-64 with CICP card.
14. Responsible to compare WWC eligible woman fee slips with Breast Cancer Screening Data Base to see patient has been enrolled in the past 12 months. If enrolled shred fee slip, if not enrolled make phone call to patient and schedule appointment for WWC clinic, give patient education, and remind patient of the importance for her to keep appointment, and to call back if unable to keep appointment to reschedule. Request charts for the patient you are unable to contact, send post card and make flag the chart with name, chart number and due date for appointment, place in sleeve and file in chart when received; return to medical records same day.
15. Ensure that AVON patient intake forms are complete and mail to AVON monthly (due 10th of each month) & quarterly (due the 1st of each quarter) per grant requirements.
16. Responsible to assemble WWC forms and incentives for all clinics.
17. Responsible to send out monthly CPE/MMG reminder cards when received once a month.
18. Send out well child care card if notified that patient no showed appointment
19. CM Missed Well Child Checks, R\S Well Child Checks for No Shows that are placed in CM receptacle. When R\S Well Child Checks, reminds parents of the importance of Preventative Dental Care and inform parent to schedule appointment for their children at Dental Clinic.
20. Provide Nursing Services Manager with Missed Well Child Check Opportunities from previous month.
21. Research PCN/chart if card is returned for a current address or need phone number
22. Responsible to review incoming faxes daily, pull out all mammograms reports, breast or CM issues and place in appropriate area.
23. Responsible to log geriatric immunization given daily, follow up with patients who are behind on immunizations with phone call or letter.
24. Contact patients who were seen but had a missed opportunity and request the patient to return to clinic for vaccination that is convenient for patient. Provide Missed Opportunity Incident Report to Nursing Services Manager.
25. Responsible for geriatric log up date and quarterly stats due on 10th of January, April, July, October.
26. Knowledge to print geriatric log and review, make address labels and letters for patients not up to date, give a list of chart numbers to medical records to pull charts, make copy of letters to be sent and enter into sleeve; mail original letters to patient. Place sleeves in chart when received.
27. Responsible to place order for supplies when they are low for Case management.
28. Responsible to gather on a daily basis all patient fee slips from the day before for all clinics no later then 9:00 am from the appropriate designated areas, including items from nurse box and CM mail boxes.
29. Geriatrics 65>, review fee slips with SMART, and shred if up to date or current in log; if any immunization is due write which ones on fee slip, pull chart.
30. Assist a Medical Provider in providing patient care. This will include the following, but not limited to:
    1. Anthropometrics - Adult/Pediatric and record in chart.
    2. Assists with treatments, surgical procedures, and emergencies.
    3. Prepares patient for examination or treatment.
    4. Provides the information to the patient concerning preparations for laboratory/radiographic examinations. Also will serve as an informational source to the patient concerning Physician Referrals, Medical Triage, and Medications prescribed by the Medical Provider.
31. Per medical providers order: will schedule laboratory, radiographic studies on the appropriate forms or referrals per Nursing P &P. Schedule acute appointments for specialty referral if patient is to be seen within 48 hours, PT\OT\ST\ and home health as directed by the medical provider.
32. Administration of immunizations/medications as prescribed by the medical provider and document per nursing policy & procedure manual.
33. Perpetuate the flow of patient care. Anticipate the needs of the Medical Provider in delivery of medical care.
34. Maintain emergency mediation/airway boxes and medication stock (narcotic log/count)
35. Perform such exams as EKG, audiogram, spirometer, HGB, serial glucose, urine HCG and routine U/A.
36. Pack and sterilize surgical instruments per nursing policy and procedure.
37. Maintain all logs used at [CHC].
38. Maintain assignments and other duties delegated by the Nursing Services Manager.
39. Adhere to all nursing and infection control policies and procedures.
40. Will be a team member and participate in ongoing evaluations of systems.
41. Provide nursing\medical assistant health care services appropriate to the age-specific needs of all patients in accordance with the principles of growth and development for infant, child, adolescent, adult and geriatric life cycles.
42. Maintain current licensure and CPR certification.

**Physical Requirements/Abilities:**

1. Essential to have ability to spend the shift standing and walking with very little sitting.

2. Essential to have ability to occasionally lift and carry up to 25 lbs. and to push 75-100 lbs.

3. Essential to be able to utilize all medical equipment necessary to maintain medical and basic lab activities in an ambulatory care clinic.

4. Essential employee is able to extensively kneel, bend and stoop, crouch, twist and reach. Job entails limited crawling and balancing.

5. Essential to have ability to hear routine conversations, signals and blood pressure low tones.

6. Essential employee is able to see in low or bright light, have good near and far vision, good depth perception, peripheral vision and color sensitivity.

7. Essential to have physical ability and strength to perform CPR.

**Environmental Conditions:**

1. The majority of employee’s duties are inside and subject to exposure of routine office hazards.

2. This job has an O.S.H.A. classification of Category 1: All procedures or other job-related tasks involve an inherent potential for mucous membrane or skin contact with blood, body fluids or tissues or a potential for spills or splashes of these fluids.

3. Job offer contingent on being free of active tuberculosis. This job requires yearly tuberculosis testing.

4. This position will be provided with the opportunity for yearly influenza vaccine, Hepatitis B and MMR2 vaccine if the employee’s date of birth is after 1956.