

# CENTER FOR HEALING & HOPE

**Position Description:** Medical Assistant or Licensed Practical Nurse

**Summary:** Functions as part of the Clinical Team to provide care for patients in Urgent Care, Chronic Care and Specialty Care clinics, including participating in COVID-19 triage and testing. Leads these clinics when Clinic Nurse Manager is not present. **Clinical duties** include all aspects of clinic visit as assigned by Clinic Nurse Manager. **Administrative duties** include assisting with registration, file maintenance, patient communications and assisting with the implementation of chronic care programs.

**Supervisor:** Medical Director/Clinic Nurse Manager

## **Clinic Responsibilities:**

1. Prepare clinic rooms for clinics.
2. Triage patients for Urgent Care clinics.
3. Perform patient intake, including medical histories, vital signs, medication profile, and chief complaint.
4. Explain medical procedures to patients.
5. Practice infection control and Universal Precautions.
6. Prepare patients for examinations and procedures, and assist the provider during examinations and procedures.
7. Perform venipunctures, Point of Care labs, and EKGs.
8. Give immunizations.
9. Assist in health screening activities.
10. Assist with scheduling patients for medical tests or referrals per provider's order.
11. Ensure patients understand treatment plan at end of visit.
12. Maintain patient confidentiality and protect patient care information.
13. Perform maintenance and quality controls on lab equipment as directed.
14. Ensure clean clinic rooms after clinic.

## **Administrative Responsibilities:**

1. Assist the Patient Care Administrator with registration.
2. Document all patient care activities in patients' electronic health record (Athena).
3. Communicate with patients outside of clinics including medication refills, test results, and patient questions.
4. Assist with maintaining clinic inventory.
5. Assist with the prescription assistance program.
6. Other tasks as assigned by Clinic Nurse Manager.
7. Participate in CHH promotional activities.

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## **Qualifications:**

1. Commitment to mission, vision, and core values of Center for Healing & Hope.
2. Certification as a Medical Assistant or licensed as a Licensed Practical Nurse or Registered Nurse.
3. Clinic or primary care office experience including venipuncture, EKG and assisting in clinical patient exams and procedures.
4. Bilingual in Spanish and English required.
5. Excellent communication and writing skills.
6. Must have reliable transportation.
7. Ability to work a flexible schedule including evenings.
8. Proficiency with Microsoft Office and Google Suite.
9. Experience with Electronic Health Records (EHR) strongly preferred.

## **Education:**

- Post high school training as medical assistant, licensed practical nurse, or associate or bachelor degree registered nurse program

**Work Environment:** Clinic setting

## **Physical Demands:**

- Ability to work on multiple tasks
- Pleasant and clearly understandable voice in person and on phone
- Must have sufficient mobility to move around clinic and be on feet for one or more hours at a time
- Ability to sit at a desk for one or more hours at a time
- Ability to lift and carry 25 lbs
- Ability to operate computer and other exam equipment in the office
- Ability to read small print and computer screen

**Pay and Benefits:** Pay commensurate with experience

- Healthcare Reimbursement Allowance
- 5% SEP IRA retirement benefit
- Paid time off (sick leave and vacation)
- Life insurance
- Amazing team atmosphere

# CENTER FOR HEALING & HOPE

The Center for Healing and Hope is an equal opportunity employer.