

Position Description

Position/Title: Clinical Support Staff

FTE: 1.0, hourly

Position Summary: Functions as part of the Clinical Team to provide care for patients in Urgent Care, Chronic Care and Specialty Care clinics. 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: Clinic Nurse Manager

Supervisory Roles: Indirect: provide occasional teaching and direction for interns/externs

Accountability Groups: Clinical Team, All Staff

Essential Functions:

Clinic Responsibilities:

- Prepare clinic rooms for use
- Triage patients for Urgent Care
- Perform patient intake, including medical histories, vital signs, medication profile, and chief complaint
- Explain medical procedures to patients
- Practice infection control and Universal Precautions
- Prepare patients for and assist the provider during examinations and procedures
- Perform venipunctures, Point of Care labs, and EKGs
- Administer immunizations
- Assist in health screening activities
- Assist with scheduling patients for medical tests or referrals per provider's order
- Ensure patients understand treatment plan at end of visit
- Maintain patient confidentiality and protect patient care information
- Perform maintenance and quality controls on lab equipment as directed
- Ensure clean clinic rooms after use

Administrative Responsibilities

- Assist the front office staff with registration and billing when asked
- Document all patient care activities in patients' electronic health record (Athena)
- Communicate with patients on the phone including medication refills, test results, and patient questions

- Assist with maintaining clinic inventory
- Assist with the prescription assistance program
- Participate in CHH promotional activities

Perform other tasks assigned by the Clinic Nurse Manager, Executive Director or Medical Director

This job description is not an exhaustive statement of duties, responsibilities or requirements. Individuals may be required to perform other job-related duties as requested by their supervisor. This position description is not static and may change as part of a conversation with the supervisor. Any major change will result in a review of appropriate FTE and job title.

Qualifications:

- Medical Assistant exam completed or in process or LPN or RN license
- **Bilingual English/Spanish required**
- Experience in a medical setting preferred
- Comfort with Electronic Health Record software
- Attention to detail
- Open to learning and feedback
- Flexibility in schedule – some evenings may be required
- Willing to take initiative and to work flexibly as part of a team

Physical Demands:

- Ability to work on multiple tasks throughout the day
- Pleasant and clearly understandable voice in person and on phone
- Sufficient mobility to navigate around the clinic and stand 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 Range/Benefits:

- Hourly pay from \$16 - \$20/hour depending on credentials and experience
- 12 paid holidays
- 12 days (96 hours) of PTO
- Life & long-term disability insurance
- \$5,100 health reimbursement arrangement
- 403(b) retirement plan with matching funds up to 5%