

MASON CITY CLINIC
Job Description

Job Title: Patient Care Assistant

FLSA Status: Nonexempt

Job Code:

Employee Group: Non-management

Department: Various Departments

General Summary:

Under direct supervision of a physician or advanced care practitioner (ACP) and following established procedures and precedents, assists with clerical and clinical activities inherent to physicians or advanced care practitioners practicing in a clinic setting. The physician or ACP will review and approve actions to be taken at key junctures during patient care. In doing so, room's patients, obtains patient's vitals, medications, and medical and surgical history and documents information in electronic medical record (EMR). Performs related clerical duties such as completing forms and notes, completing orders, billing services, compiling patient chart information and so forth. The intention is to minimize the physician/ACP's clerical functions while maximizing his/her clinical role, thus improving patient flow and satisfaction, under the physician or ACP's direct oversight.

Principal Duties and Responsibilities:

1. Upon verification of patient's correct identity, escorts patient to examination room. As specified per physician, obtains patient's vital signs, current medications, past medical and surgical history, and other patient data and documents information in the EMR. Anticipates and prepares exam room with equipment and supplies required for the visit. Providers must review and approve the data collected by the PCA. Makes patient comfortable while waiting for physician.
2. Prepares patient for specific examination required and assists provider during patient examinations.
3. Utilizes written Mason City Clinic policies/procedures and universal precautions when performing lab/diagnostic tests or procedures. Performs, maintains and documents quality controls as applicable/requested, such as logs, proficiency tests, maintenance records, etc.
4. Assists with scheduling patients for office appointments, and lab/diagnostic tests/referrals. Reviews written test preparation handout with patient and documents in medical record. Refers patient to provider/registered nurse if patient education is required.
5. Documents notification/follow-up of phone messages under direct supervision of a provider.
6. Assists in cost containment by maintain an adequate but minimal quantity of supplies in workstations and exam procedure rooms. In doing so, ensures examination rooms are stocked with necessary linens and supplies in order to ensure efficient examination of patients.
7. Maintains patient and clinic confidentiality and abides by HIPAA guidelines.
8. May gather laboratory results, radiology reports, medical records, and other data for review by the physician. All data will be reviewed by the physician or ACP.

9. Communicate waits and delays as directed by the nurse, ACP, or physician.
10. Competent in EMR navigation and functionality as appropriate for their department and role at the clinic.
11. Supports and abides by all clinic, departmental, and safety policies and procedures. Proactively identifies safety concerns surrounding the work environment.
12. Acts in a professional manner.
13. Takes an active role in enhancing ability to care out job functions through personal and professional/job-related growth and development, and participates in department education programs.
14. Performs other responsibilities as requested by supervisor, manager, or department head.
15. May participate in the training, orientation, and education of new employees.
16. Reports risk management concerns and questions to appropriate manager.

Knowledge, Skills and Abilities Required:

1. Education:
 - a. Ability to comprehend verbal and written requests from physicians and other staff. The ability to read and write in order to prepare medical records charts and record vital signs. To perform simple arithmetic calculation when completing fee slips and activity logs at a level normally acquired through completion of high school or equivalent AND
 - b. Knowledge of basic clinical skills, handwashing, indirect care skills, and taking vital signs at a level normally acquired through completion of a state approved nursing assistant program AND
 - c. Successful completion of a formal Nurse Aid, Emergency Medical Technician, or Radiology technologist course/training verified through transcript or ordinal program certificate of completion OR
 - d. Graduate of a medical assistant program OR
 - e. currently enrolled in an A.D.N., B.S.N., program with successful completion of first semester A.D.N. program OR first year completion of nursing courses in BSN OR graduate of an A.D.N., Diploma, BSN, or LPN program.
2. A minimum of six months work experience in a health care facility performing duties relating to patient care is preferred.
3. Communication skills with the ability to maintain and display professionalism with patients and co-workers.
4. Ability to concentrate and pay close attention to detail for approximately eighty percent of work time when carrying out patient care duties, entering factual data into the EMR, completing forms and the like.
5. Computer skills with minimum typing speed of 35 words per minute (verified by testing) preferred.

6. Flexibility and adaptability.
7. Must provide proof of Basic Life Support via current card prior to employment or within 30 days of hire and maintains current status. Completes Mandatory Reporting requirement within 6 months of hire and renews this requirement every 5 years.
8. Interpersonal skills necessary in order to interact with patient when obtaining vital signs, patient history information, or gathering specimens and/or performing routine examinations and to communicate with department and Clinic personnel when exchanging patient related information and scheduling tests, moderately complex surgeries, chart and the like.

Working Conditions:

1. Works in patient care area in which the employee is exposed to contagious diseases, infectious waste, and bodily fluids for approximately fifty percent of work time. (*Depending on the specialty department, the exposure could be more or less than the average noted.*)
2. Potential for injury is limited when proper safety and health precautions are followed.

Reporting Relationships:

Reports to Nurse Manager / Functions under provider's license.

Approvals:

<u>/s/Dana Young</u>	<u>11/16/2020</u>
Administrator	Date

The above is intended to describe the general content of and the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

Created 11/2020

WORKING CONDITIONS AND PHYSICAL DEMANDS WORKSHEET

Job Title: Patient Care Assistant

Department: Nursing

Date: 11/2020

1. Physical Activities

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Balancing		X				
Bending				X		
Climbing		X				
Crawling	X					
Crouching		X				
Kneeling		X				
Reading						X
Sitting				X		
Squatting		X				
Standing						X
Stooping	X					
Walking					X	

2. Lifting and/or Pushing and Pulling

Weight	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
0-10 pounds						X
10-20 pounds		X				
20-30 pounds		X				
30-60 pounds		X				
Over 60 pounds		X				

3. Carrying and/or Pushing Pulling

Weight	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
0-10 pounds						X
10-20 pounds		X				
20-30 pounds	X					
30-60 pounds	X					
Over 60 pounds	X					

4. Visual Activity

Level	Yes	No	Comment
Near Vision	X		
Far Vision	X		
Depth Perception	X		
Fine Discriminate Detail		X	
Color Vision		X	
Field of Vision	X		

5. Auditory Activity

Level	Yes	No	Comment
Distinguish Sounds		X	
Distinguish Pitch		X	
Distinguish Tone		X	
Hear Speech	X		

6. Sensory Activity (Touch & Smell)

Level	Yes	No	Comment
Distinguish Hot & Cold	X		
Distinguish Range of Temperature		X	
Distinguish Surfaces	X		
Fine Motor Skills to Grasp	X		
Manual Dexterity	X		
Detect Odors		X	
Distinguish Odors		X	

7. Verbal Activity

Level	Yes	No	Comment
Make Sounds	X		
Form Words	X		
Speak Loudly	X		
Speak Softly	X		

8. Mental Activity

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Performing detailed tasks (bookkeeping, transcribing, charting, etc.)						X
Subjected to interruptions						X
Subjected to changing work priorities						X

9. Hazardous Conditions

Activity	Does Not Apply	Occasionally (8-10%)	Periodically (11-20%)	Frequently (21-50%)	Very frequently (51-80%)	Continuously (80% or more)
Exposure to marked changes in temperature & humidity	X					
Exposure to electrical shock	X					
Exposure to vapor, fumes & gases		X				
Exposure to radiation	X					
Exposure to infectious disease				X		
Driving automotive equip.		X				
Exposure to weather elements		X				