

Mason City Clinic Job Description

Job Title: Patient Care Assistant
Department: Nursing – Various specialty departments

JOB 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.

ORGANIZATIONAL SUMMARY

- A. Reports to: Clinic Nurse Manager/Clinic Nurse Supervisor
- B. Supervises: None
- C. Key Working Relationships: Providers, Vendors, MercyOne and Mason City Clinic Administration, MercyOne Director, Clinic Nurse Manager/Clinic Nurse Supervisor, clinic staff, and other departments/representatives within Mason City Clinic, MercyOne-North Iowa, and network hospitals/clinics.
- D. Primary Customer Groups: Patients and families served within MercyOne-North Iowa
- E. Age/Population of Patients Served:

<input type="checkbox"/>	Neonatal	<input type="checkbox"/>	Adolescent	<input type="checkbox"/>	Geriatric
<input type="checkbox"/>	Pediatric	<input type="checkbox"/>	Adult	<input checked="" type="checkbox"/>	All Ages

ESSENTIAL FUNCTIONS

- A. 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.
- B. Prepares patient for specific examination required and assists provider during patient examinations.
- C. 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.
- D. 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.
- E. Documents notification/follow-up of phone messages under direct supervision of a provider.

- F. 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.
- G. Maintains patient and clinic confidentiality and abides by HIPAA guidelines.
- H. 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.
- I. Communicate waits and delays as directed by the nurse, ACP, or physician.
- J. Competent in EMR navigation and functionality as appropriate for their department and role at the clinic.
- K. Supports and abides by all clinic, departmental, and safety policies and procedures. Proactively identifies safety concerns surrounding the work environment.
- L. Acts in a professional manner.
- M. 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.
- N. Performs other responsibilities as requested by supervisor, manager, or department head.
- O. May participate in the training, orientation, and education of new employees.
- P. Reports risk management concerns and questions to appropriate manager.

ADDITIONAL FUNCTIONS

- A. Participates in the training, orientation, and education of new employees.
- B. Serves as a resource person for patients and other clinic staff.
- C. Functions as a team member by providing back up when needed.

POSITION QUALIFICATIONS

- A. Education [formal]:
 - a) 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
 - b) Graduate of a medical assistant program OR
 - c) 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.
 - d) 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
 - e) 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.
- B. Experience:
 - a) A minimum of six months work experience in a health care facility performing duties relating to patient care is preferred.
 - b) Additional experience involving computer knowledge.

C. Special Skills and Competencies:

- a) Communication skills with the ability to maintain and display professionalism with customers and coworkers.
- b) Organizational skills and attention to detail.
- c) Flexibility and adaptability.
- d) Functions as a patient advocate.
- e) Skills in preparing records and documenting in the EMR including good typing skills.

x	Must provide proof of Basic Life Support (BLS Healthcare Provider, American Heart Association; or American Red Cross, Professional Rescuer-LIVE class only) via current card prior to employment or within 60 days of hire and maintains current status.
x	Completes Mandatory Reporting: Child and Dependent Adult Abuse requirement within 6 months of hire and renews this requirement every 3 -years.
	Completes Advanced Cardiac Life Support (ACLS) – American Heart Association within 6 months of hire and maintains current status.
	Completes Pediatric Advance Life Support (PALS) – American Heart Association within 6 months of hire and maintains current status.
	Completes Neonatal Resuscitation Program (NRP) – American Heart Association within 6 months of hire and maintains current status.
	Completes MANDT Training within 6 months of hire and maintains current status.
	Completes Trauma Nurse Core Course (TNCC) within 6 months of hire and maintains current status.

Motor Vehicle:

Required to operate _____ MercyOne Vehicle _____ Personal Vehicle ___X___ N/A

Frequency of operation: _____ daily _____ weekly _____ monthly _____ quarterly

List any special licenses or requirements for Mason City Clinic/MercyOne vehicle operation:

Note: If required to operate vehicle, will need to maintain valid driver's license and provide proof of adequate insurance coverage.

MACHINES, TOOLS AND EQUIPMENT

A. (List machines, tools and equipment that serve a major function of the job, use group titles of equipment, identify unique or specialized equipment.)

- EKG
- Telephone
- Primex
- Vital sign
- Nebulizer
- Pulse Ox
- Medication
- equipment
- Emergency Equipment
- Computer
- monitor
- Department specific testing & procedure equipment
- Multi-function device
- Computer

REVIEWED/COMPLETED BY:

Title	Name
Mason City Clinic Administrator	Dana Young
MercyOne Nursing Manager Specialty Clinic at Mason City Clinic	Rebecca Ramos
MercyOne Director of MercyOne Specialty Clinic at Mason City Clinic	Becky Heagel

VII. PHYSICAL JOB DEMANDS

Department: Nursing Various Departments	Mason City Clinic	Position: Clinic Registered Nurse
ESSEN is marked with an X if the particular demand or category is relevant to the purpose of the job.	SIDE refers to the side or limb required to execute a task. If it is marked E, it indicates either side, the most common choice is listed first. D refers to dominant and B to both sides.	Frequency Ratings Continuously- 67-100 % or 62 times an hour Frequently – 34-66 % or 12-62 times an hour Occasionally – 0-33 % or 1-12 times an hour Rarely- 7 or less times a day (R) Weekly – Once a week (W)

Physical Demands	E S S E N	S I D E	Rarely/ Weekly	O C C A S I O N A L	Freq.	Cont.	Max. Weight (lbs.)	Usual Weight (lbs.)	COMMENTS
S T R E N G T H	Lifting - Floor to waist	X		10 lbs.					
	Lifting - Waist to Shoulder	X		7 lbs.					Chart / supplies
	Lifting – Shoulder to Over Head	X		2 lbs.					Supplies
	Carrying - With Handles	X		5 lbs. Rarely					Nebulizer
	Carrying - Without Handles	X		35 lbs. Rarely 50 lbs. Weekly	15 lbs.				Patient Sterilization bins
	Pushing - Upper Extremity	X			10 lbs.				Office chair 3 ft.
	Pushing - Hip/Leg Assist	X		50 lbs. Weekly	35 lbs.				Patient in wheelchair / Cart with supplies 30 ft.
	Pulling - Upper Extremity	X			10 lbs.				Office chair 3 ft.
	Pulling - Hip/Leg Assist	X		50 lbs. Weekly	35 lbs.				Patient in wheelchair / Cart with supplies 5 ft.
	Reach - Shoulder or Above	X		Rarely					Stocking supplies
Reach – Shld/Above extnd			Weekly						

Physical Demands		E S S E N T I A L	S I D E	Rarely/ Weekly	O C C A S I O N A L	Freq.	Cont.	Max. Weight (lbs.)	Usual Weight (lbs.)	COMMENTS
	Reach - Below Shoulder	X				X				Drawers
	Reach - Bel. Shlder extnd			Weekly						
	Handling	X				X				
	Gripping	X				X				Blood pressures / gait belt / wheelchair handles
	Fine Finger Movements	X				X				Computer
E N R G	Aerobic (percent)	X						95 %		
	Anaerobic (percent)	X						5 %		
	High Energy Expenditure	X						95 %		
	Low Energy Expenditure	X						5 %		
P O S T U R E + M O	Neck - Static Flexion	X			X					
	Neck - Static Neutral	X				X				
	Neck - Static Extension	X		Rarely						
	Neck - Rotation	X				X				
	Throwing								N/A	
	Sitting	X			X					
	Standing	X				X				
	Walking	X				X				
	Climbing - Arms and Legs									N/A
	Climbing - Legs Only	X			X					Stairs
	Bending/Stooping	X			X					Patient care
	Crouching	X			X					
	Kneeling									N/A
	Crawling									N/A
M O	Twisting	X				X				Patient care
	Balancing									N/A
	Running/jumping									N/A
G E N	Traveling	X			X					Outreach
	Work Alone	X				X				
	Interact with Public	X					X			
	Operate Equip/Machinery	X				X				
	Irregular/Extended Hours	X			X					
P E R C E	Hearing - Conversations	X					X			
	Hearing - Other Sounds	X				X				
	Vision - Far	X				X				
	Vision - Near	X				X				
	Vision - Color	X			X					

Physical Demands		E S S E N	S I D E	Rarely/ Weekly	O C C A S	Freq.	Cont.	Max. Weight (lbs.)	Usual Weight (lbs.)	COMMENTS
P T I O N	Vision - Depth	X				X				
	Feeling (Tactile)	X			X					
	Reading	X x				X				
	Writing	X				X				
	Speech	X					X			
W O R K E N V I R O N M E N T	Inside Work	X					X			
	Outside Work							N/A		
	Hot Conditions >77 deg. F			Weekly						
	Cold Conditions <50 deg. F							N/A		
	Humid			Weekly						
	Dust							NA		
	Vapor Fumes	X			X					
	Hazardous Machines							N/A		
	Proximity to Moving Object	X				X				Congested halls and nursing stations
	Noise	X				X				
	Electrical Hazard	X			X					
	Sharp Tools	X			X					Needles / Blades
	Radiant/Thermal Energy	X		Rarely						
	Slippery Conditions	X		Rarely						
	Vibration and Related	X		Rarely						
	Chemical Irritants	X			X					
	Organic Substances	X				X				
	Medical Waste	X			X					
	Blood Products	X			X					
	Congested Worksite	X				X				
	Lighting - Direct	X			X					
	Lighting - Indirect	X				X				
	Lighting - Adjustable	X		Rarely						
Lighting - Fluorescent	X				X					
Lighting - Incandescent	X			X						
Lighting - Shadows etc.	X			X						
Comments:										