

## **MASON CITY CLINIC**

### **Job Description**

**Job Title:** Clinical Team Lead

**FLSA Status:** Nonexempt

**Job Code:**

**Employee Group:** Non-Management

**Department:** Orthopedics

#### **General Summary:**

Reports to the Clinic Manager and performs all clinical duties under the supervision of a physician or midlevel provider and follows established procedures and protocols. Performs casting, splinting and application of other DME items following established procedures & protocols. Assists in scheduling follow-up appointments for patients that providers have seen on call. Develops on-call schedules for physicians and midlevel providers and tallies counts with the goal of achieving close to equal call assignments. Communicates providers' time off to reception staff and others that need the information. Develops and distributes a weekly schedule of each provider's assigned activity per day. Assists the Clinic manager in maintaining clinical policies and procedures relating to department's clinical operations to ensure compliance with regulatory standards, third party payer requirements, and professional organizations. Assists Clinic Manager in review of new services, equipment, or outreach clinic services and setting up clinic for new providers; in training and mentoring new clinical staff to department; and in orienting new providers to the department. Assists Clinic Manager with ordering and maintaining the department's clinical related supplies without over-stocking. Assists Clinic Manager with the clinical staff recruitment process. Assists Clinic Manager with investigating and resolving patient complaints.

#### **Principal Duties and Responsibilities:**

1. Performs all duties under the direction and supervision of physician and in accordance with established policies, procedures and protocols.
2. Performs all the duties of the department's clinical staff as outlined in job descriptions including rooming patients, measuring and recording patient's vitals, conducting office testing, office procedures, scheduling of procedures, and facilitating outside referrals when necessary. Documents care and instructions provided in the patient's electronic medical record (EMR) and completes required paperwork.
3. Under direction from the physician or midlevel provider, performs tests and procedures on patient following established procedures. In doing so, performs casting, splinting, and preparation of injections, packs wounds, and so forth.
4. Assists in scheduling of diagnostic testing exams, procedures and surgeries. In doing so, receives request from providers that includes the patient's name, test(s), procedure(s) and/or surgery to be scheduled, and time frame for scheduling in accordance with established policies, procedures and protocols.
5. Assists in scheduling follow up appointments for patients that have been seen when physician or midlevel provider is on call. Works with reception staff to ensure appointment is on schedule and communicated to the patient.
6. Responds to routine patient questions, in person or by phone. Assesses patient's symptoms and condition, reviews patient's medical record, and determines appropriate protocol of care based on

demonstrated knowledge and appropriate policies and procedures. Immediately confers with physician on patient's repeat phone call or report of worsening of their symptoms. If ever in doubt, confers with physician for direction. Documents information in the electronic medical record (EMR). Only patients who have a previously established relationship with a provider in the department are eligible for symptom telephonic or in person evaluation and management.

7. Develops department's physicians and midlevel staff's monthly on-call schedule for each future quarter. This includes requesting time off requests in advance, creating and distributing draft schedules, and then after any requested adjustments are made, distributing final schedules. Makes any adjustments that occur due to requests made after final schedule distribution.
8. Tallies the call points for each physician's call days each quarter and year-to-date with the goal of achieving closed to equal call points amongst the physicians.
9. Communicates physician and midlevel staff's time off to reception staff as well as other management staff that need the information.
10. Develops a weekly schedule of each physician's and midlevel staff's assigned activity per day and distributes.
11. Assists Clinic Manager in maintaining clinical policies and procedures relating to department's clinical operations to ensure compliance with regulatory standards, third party payer requirements, and professional organizations. Assists in conducting monthly audits and ensuring staff's compliance of implemented policies and procedures.
12. Assists Clinic Manager in reviewing new services, outreach clinic services, setting up clinic for new physicians and midlevel staff, etc.
13. Schedules representative meetings with the physicians to review new products the physicians are interested in learning about.
14. Assists in training and mentoring new clinical staff to perform competently in all aspects of the of the clinical staff's job duties, including casting and DME supplies if applicable within the scope of their job responsibilities.
15. Assists in orienting new providers to the department.
16. Assists with the ordering and maintaining department's clinical related supplies to ensure adequate supplies are available at the most economical cost without over-stocking.
17. Assists Clinic Manager with the recruitment process for clinical staff. In doing so, assists in the interview process and provides input on applicants.
18. Assists Clinic Manager with research of equipment, new services, and so forth.
19. Assists Clinic Manager with suggestions on ways to improve department efficiencies and decrease costs with the goal of continuous process improvements to ensure quality patient care and improving customer satisfaction.

20. Assists Clinic Manager with investigating and resolving patient complaints. In doing so, gathers specific information from discussions with the patient and other relevant parties, summarizes information and reviews with Nursing Manager for determining next steps. Documents summary of situation, findings, and resolution steps.
21. Maintains up-to-date knowledge in the area of nursing care as it relates to the clinical area assigned.
22. Maintains patient and clinic confidentiality.
23. Reports risk management concerns to Clinic Manager or other appropriate manager.
24. Conducts special projects and other duties as directed by department physicians or Clinic Manager.

**Knowledge, Skills and Abilities Required:**

1. Knowledge of basic clinical procedures, routine testing methods, and taking vital signs at a level as normally acquired through completion of an approved clinical field of study such as registered nursing (RN) program, LPN program, certified medical assistant (CMA, RMA, NCMA) or athletic trainer with 3-5 years clinical experience with progressively increased leadership responsibilities.
2. Current licensure or certification in clinical field of study with certification or registration in the state of Iowa to be verified prior to date of hire. Must provide proof of Basic Life Support via current card prior to employment or within 30 days of hire and maintain current status. Completes Mandatory Reporting requirement within 6 months of hire and renews this requirement prior to expiration.
3. Approximately six to twelve months previous supervisory or team leader experience in order to provide leadership, and mentoring to clinical team staff is preferred. Approximately three to six months of work related experience necessary in order to become competent in performing basic nursing duties such as obtaining specimens and conducting routine tests, to learn Clinic policies and procedures, and become familiar with ordering tests, charts, and supplies.
4. Excellent interpersonal skills are necessary in order to provide leadership and mentoring with clinical staff and interact well with patients when gathering specimens and/or performing routine procedures and to communicate with department and Clinic personnel when exchanging patient related information and ordering tests, scheduling, discussion of call schedules, etc.
5. Demonstrated strong written communication skills in order to write reports and respond to correspondence and document accurately in patient records.
6. Analytical skills at a level to assess patient clinical information, to verify patient information, analyze and adjust schedules, research complaints and other problems and develop possible solutions, monitor supply levels, and so forth.
7. Demonstrated high level of initiative and discretion.
8. Ability to concentrate and pay close attention to detail with approximately 50% of time spent on patient care activities.

**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.
2. Potential for injury is limited when proper safety and health precautions are followed.

**Reporting Relationships:**

1. Reports to the Clinic Manager.

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.

**WORKING CONDITIONS AND PHYSICAL DEMANDS WORKSHEET**

Date: 11/28/23

Job Title: Team Lead Orthopedics

Department: Orthopedics

**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

<b>Weight</b>	<b>Does Not Apply</b>	<b>Occasionally (8-10%)</b>	<b>Periodically (11-20%)</b>	<b>Frequently (21-50%)</b>	<b>Very frequently (51-80%)</b>	<b>Continuously (80% or more)</b>
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		X	

Temperature			
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, 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				