

Clinical Support to Care Delivery

- Greet patients and instruct on the visit process. Maintain patient safety and confidentiality at all times.
- Prepare patients for examination; take vital signs, measurements, prepare equipment/instruments for use in the visit.
- Obtain medical history, current medication list, and obtain necessary documentation related to examination i.e. test results and records.
- Perform basic first aid and procedures, i.e. dressing changes, suture removal, ear lavage, etc. and assist provider in clinic procedures according to established protocols utilizing universal precautions.
- Determine immunization status for clients and administer vaccines and other injections according to protocol.
- Perform venipuncture and/or finger sticks. Collect, prepare, and process specimens. Setup specimens for microscopic exam.
- Perform CLIA-waived in-office testing and screening; i.e. hemoglobin, pregnancy test, urine tests, rapid strep screen, etc.
- Record test results in medical records and laboratory logs.
- May provide backup coverage at other clinic locations when needed.

Communication, Education, Coordination

- Manage provider schedule on a daily basis with advance scrubbing of charts; anticipate patient and provider needs.
- Effectively communicate with the provider and team members to maximize efficiency and flow of schedule.
- Provide timely response to patient questions; follow provider protocols when communicating with patients.
- Access translations services and/or use bilingual skills for non-English speaking patients.
- Use electronic health records (EHR) to proactively manage patient care. Document in the patients record in a timely manner according to protocol. Use EHR proficiently; schedule appointments, enter results, abstract outside results, prescription refill requests.
- Process in-basket requests, follow-up, and document actions in a timely manner.
- Provide health education and instructions as determined by providers and team members, with consideration to patients understanding and literacy level.
- Support patients in achieving their self-management goals; demonstrate respect for patients culture and beliefs.
- Process referrals and complete necessary paperwork for outside appointments and tests.
- Work with patient to assist their understanding of the referral process. Track referral completion and document in the EHR.
- Provide panel management responsibilities including; assuring provider panels are current, managing PCP transfers, proactive scrubbing of panels for recall and follow-up.
- Contribute to the development and implementation of procedures and protocols.

Clinical Area Maintenance

- Clean, maintain and stock exam rooms.
- Inventory and anticipate use of medical supplies and maintain needed quantities.
- Properly clean and maintain autoclave. Pack and sterilize instruments according to protocol.
- Monitor refrigerator temperatures and maintain logs.
- Monitor vaccine and medication storage; maintain quantity and viability of supply.
- Maintain laboratory to regulatory standards and conduct quality assurance tests and documentation as needed and maintain laboratory logs and manuals.

Laboratory Quality Assurance, Lab Compliance, and Data processing

- Keep laboratory licensure up to date.
- Run laboratory controls to assure accuracy of testing method and machines.
- Monitor refrigerator, freezer, and room temperature
- Maintain and track all lab and specimen data to maintain compliance with state mandates.
- Maintain and update all lab policies and procedures for Lab Directors approval and signature.
- Participate in reviews by state agencies (Triennial, SBHC, etc).
- Train/maintain staff competencies in laboratory compliance, testing, and specimen processing.
- Maintain records of competencies as required by CLIA.
- Oversee lab compliance and record maintenance for all lab sites (4)
- Perform quarterly visits to lab sites to achieve oversight.
- Enter all lab results into EHR from agencies that do not interface with EHR.
- Maintain Lab Log of all specimens collected.
- Monitor all un-resulted labs via in-basket.
- Monitor all abnormal lab results and assures they are dealt with by a provider.
- Provide assistance to billing department regarding all lab billing.
- Track missing specimens.
- Report and investigate all lab errors when they occur.