



DEPARTMENT: WAMAC/Olde Towne Medical Center

NATURE OF WORK:

Performs responsible clerical work and customer service in a medical center, including carrying out varied and complex procedural support within a medical clinic unit. Work is performed under supervision of the Nurse Educator with planning, carrying out assigned duties, and resolving problems of a procedural nature.

ESSENTIAL FUNCTIONS OF THE JOB:

Greets all patients and visitors and directs them to appropriate services or source.

Acts as primary telephone receptionist directing inquiries to the proper source; screens and takes messages as necessary and answers questions within context of policies and procedures with contact sometimes of a difficult nature.

Makes appointments for all medical services.

Assists patients in enrolling in appropriate programs/resources (both at OTMC and in the community) that can best help the patients adopt healthy lifestyles and treat their chronic disease. (Case Management).

As assigned, assists in frequent chart audits that ensure providers/OTMC is following best practice guidelines for health maintenance and chronic disease management.

Prepares all charts. Pulls medical records charts and prepares with proper forms, office visit documents, and logs.

Collects payments for services.

Provides instruction and guidance to less experienced volunteers or employees.

Obtains all pertinent patient data and enters all patient data on computer as required. Files correspondence, lab reports, clinic forms, etc., both in patient medical reports and in general files.

Schedules patient referrals as requested by Team Provider.

Maintains filing system and duplicates documents to be transferred with patients.

Keeps doctor's schedule and schedule for the office as necessary.

Practices continuous learning through individual study, classroom training, seminars, and conferences.

Performs work safely in accordance with department safety procedures and the County Safety Program. Operates equipment safely and reports any unsafe work condition or practice to Supervisor.

May be required to report to work to serve customers during emergency conditions. May be assigned to report at a different time and location and to perform different duties as necessary.

Performs related work as required.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are preferred at the Olde Towne Medical Center in a medical clinic setting in the chronic disease program. Operates standard office equipment.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable knowledge of standard office practices and procedures, equipment, and clerical techniques in a medical setting, medical terminology, and telephone triage.

Considerable knowledge of grammar, punctuation, spelling, and arithmetic.

Considerable knowledge of general office computer software and associated equipment.

Ability to learn basic guidelines for health maintenance and chronic disease management so can effectively participate in frequent chart audits.

Ability to operate general office equipment, word processing equipment, and microcomputers as required to accomplish the work assigned. Ability to operate/learn Microsoft Access or similar database program as required for the chronic disease patient registry.

Ability to independently apply and carry out policies and procedures within assigned areas of responsibility.

Ability to maintain moderately complex records and ensure their confidentiality.

Ability to make mathematical computations with accuracy.

Ability to proofread, research files, and logically organize information.

Ability to work under pressure and to meet deadlines.

Ability to establish and maintain effective working relationships with doctors, nurses, other coworkers, volunteers, and the public.

MINIMUM QUALIFICATIONS:

Medical Assistant Certificate and/or one year in a medical setting; or any equivalent combination of education, training, and experience providing the knowledge, abilities, and skills cited above.

NECESSARY SPECIAL QUALIFICATIONS:

Requires a post-offer credential check.

Must possess or be able to obtain within six (6) months of employment CPR certification.

Requires a post-offer criminal history and sex offender record check.

Requires a post-offer drug test.

OTHER POSITION INFORMATION:

This position is subject to Infection Control training and procedures.

Date: October 2007

ClinAsstChrDse.074_095_07

IDENTIFICATION OF GENERAL APTITUDES AND PHYSICAL REQUIREMENTS

Position Title: Clinical Assistant (Chronic Disease) Position Number: 074
Department: WAMAC Division: _____

The Americans with Disabilities Act requires that we identify the general aptitudes and physical requirements needed to perform the job listed above. Individuals who have the position must be able to perform all essential job functions unaided or with reasonable accommodation.

I. Mental Abilities: General learning ability. The ability to “catch on” or understand instructions and underlying principles.

- Ability to reason and make judgments
- Ability to understand and follow oral instruction
- Ability to understand and follow written instruction
- Ability to guide and/or give instructions
- Ability to make decisions in accordance with established procedures and policies
- Not essential to job function

II. Verbal Abilities: Ability to understand meanings of words and ideas associated with them and to use them effectively. To comprehend language, to understand relationships between words, and to understand meanings of whole sentences and paragraphs. To present information or ideas clearly.

1. Speaking/Talking:

- Answer telephone, radio or switchboard
- Communicating with County officials
- Communicating with general public
- Communicating with vendors
- Communicating with supervisors and/or with other employees
- Communicating with other _____
- Not essential to job functions

2. Hearing/Listening:

- Ability to distinguish between different tones
- For communication with County officials, public, vendors, supervisors and/or other employees
- Not essential to job function.

3. Reading: (ability to read and understand text)

- Essential to job function
- Not essential to job function

III. Numerical: Ability to perform arithmetic operations quickly and accurately.

- Ability to mentally perform accurate two digit calculations
- Ability to perform accurate calculations aided by a calculator, adding machine or measurement device
- Not essential to job function

IV. Spatial Abilities: Ability to comprehend forms in space and understand relationships of plane and solid objects. May be used in such tasks as blue print reading and in solving geometry problems. Frequently described as the ability to “visualize” objects of two or three dimensions, or to think visually of geometric forms.

- Essential function
- Not essential function

V. Motor Coordination: Ability to coordinate eyes and hands or fingers rapidly and accurately in making precise movements with speed. Ability to make a movement response accurately and quickly.

1. Manual Dexterity: Ability to move the hands easily and skillfully. To work with the hands in placing and turning motions.

- | | |
|--|--|
| <input checked="" type="checkbox"/> Use telephone | <input checked="" type="checkbox"/> Manipulate computer keyboard and mouse |
| <input type="checkbox"/> Use switchboard | <input type="checkbox"/> Use postage machine |
| <input checked="" type="checkbox"/> Use radio/console | <input type="checkbox"/> Use hand tools |
| <input checked="" type="checkbox"/> Use a calculator | <input type="checkbox"/> Use power tools |
| <input checked="" type="checkbox"/> Use a copy machine | <input checked="" type="checkbox"/> Other: <u>Walkie Talkie</u> _____ |
| <input checked="" type="checkbox"/> Use a fax machine | <input type="checkbox"/> Not essential to job function |

2. Finger Dexterity: Ability to move the fingers and manipulate small objects with the fingers rapidly or accurately. For example: electrical wiring.

- Essential to job function
- Not essential to job function

Explain: _____

VI. Physical Demands:

1. **Strength:** The quality, state or property of being strong. The power to withstand strain, force, or stress.

Please check (✓) in appropriate boxes below.

	Ability to manipulate materials and/or equipment (lbs)						Frequency of Manipulation		
	5-	5-10	10-15	15-25	25-50	50+	Occasionally	Frequently	Continuously
Lift			✓				✓		
Push/Pull			✓				✓		
Hold/Carry			✓				✓		

Manipulation done from: ground to waist waist level waist to shoulder above shoulder
(Check all that apply)

Not essential to job function: Lift Push/Pull Hold/Carry (Check all that apply)

2. **Climbing:** To move up or mount by using the hands or feet.

<u>Ladders</u>	<u>Stairways</u>	<u>Steps</u>
<input checked="" type="checkbox"/> Step stool	<input type="checkbox"/> 1 flight	<input type="checkbox"/> 1-2
<input type="checkbox"/> 8' to 10' step ladder	<input type="checkbox"/> 2 flights	<input type="checkbox"/> 2-3
<input type="checkbox"/> Extension ladder	<input type="checkbox"/> 3 or more flights	<input type="checkbox"/> 3-4
<input type="checkbox"/> Other _____	<input type="checkbox"/> Other _____	<input type="checkbox"/> Other _____
<input type="checkbox"/> Not essential to job function	<input checked="" type="checkbox"/> Not essential to job function	<input checked="" type="checkbox"/> Not essential to job function

3. **Ability to Stand, Sit, Walk, and Run:**

Please check (✓) in appropriate boxes below.

	Duration (hours/day)						Occasionally	Frequently	Continuously
	0-1	1-3	3-5	5-7	7-9	9+			
Stand			✓					✓	
Sit			✓					✓	
Walk			✓					✓	
Run									

If walking or running, over what type of terrain? flat rough both

Not essential to job function: Stand Sit Walk Run (Check all that apply)

4. Stooping, Kneeling, Crouching, and /or Crawling:

To bend forward or down from the middle of the waist or the middle of the back, to bend downwards, to lower oneself and/or to move freely on hands and knees.

Daily Amounts

- 0-5x
 5-20x
 20-50x
 50+x
 Other _____
 Not essential to job function

5. Reaching, Handling, Fingering, and/or Feeling:

To stretch out, extend, or put forth a bodily part. To touch or grasp something, by extending or stretching. To touch, lift, hold or operate with the hands.

Daily Amounts

- 0-5x
 5-20x
 20-50x
 50+x
 Other _____
 Not essential to job function

6. Seeing: To perceive or comprehend by the sense of sight.

Essential to job function: These characteristics are necessary (Check all that apply)

- Peripheral vision
- Night vision
- Focus (distinctness or clarity)
- Color perception (discriminate between colors)
- Depth perception (determine distance relationship between objects)

VII. Driving: The ability to transfer or convey in a vehicle.

Transmission	Standard	Automatic	Multi-Gears
Car	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Van	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medium Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large Truck	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Truck w/Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heavy Bus Equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Not essential to job function	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Other (list) _____			