

## JOB DESCRIPTION

Job Classification: Certified Nursing Assistant (CNA) with Phlebotomist license

Reports to: Assigned Provider/Providers and Regional Administrator

Supervises: None

Last reviewed: 11.29.22

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### POSITION PURPOSE:

This position provides back-office support to providers and care teams composed of nurse practitioners, physician assistants, physicians, nurses, and medical assistants in delivery of care to VVHC's diverse patient population.

### REPORTING RESPONSIBILITIES:

Reports to Regional Administrator about work schedule, supply needs and time off. Supports Providers with patient and clinic needs. The Regional Administrator will coordinate annual evaluations with the appropriate providers and RNs.

### MINIMUM QUALIFICATIONS:

**Education:** High school graduate or equivalent. Completion of both an accredited certified nursing assistant program and a certified phlebotomy course.

**Licensure/Certification:** Washington State Certified Nursing Assistant License, Washington State Medical Assistant - Phlebotomist license, Current BLS certification (must be an in-person certification).

**Experience:** Two years of experience in health field preferred. Provider office/clinic experience preferred.

**Equipment/Skills:** Excellent customer service, oral and written communication skills. Compassion for patients is required. Must be able to work well in a team environment. Ability to multi-task in fast-paced work environment, with an ability to anticipate future needs. Basic computer user skills. Medical terminology and accurate spelling ability.

**Physical demands:** Ability to physically perform the functions of the job, including sitting, standing, walking, lifting, carrying, bending, and reaching with or without reasonable accommodation.

**Status Classification:** Hourly

### PRIMARY JOB RESPONSIBILITIES:

- A. Ensures confidentiality of all patients/patient's information per Valley View Health Center policy and HIPAA guidelines.
- B. Attends and participates in all staff meetings and trainings.
- C. Demonstrates knowledge of and can explain the practical implications of the laws and regulations which affect certified nursing assistant practice.

- D. Demonstrates infection control techniques and standard and transmission-based precautions.
- Observes and follows required safety protocols, including handling and disposal of sharps, use of personal protective equipment, exposure to blood borne pathogens, and general safety of employees and patients.
- E. Receives patient and prepares for practitioner per departmental protocol. Standards:
- Obtains and documents in EHR vital signs appropriate to the patient's chief complaint.
    - Obtains and adds to the patients EHR preventative health results, medications, and chronic problems.
    - Notifies provider of abnormal vital signs (i.e. elevated blood pressure).
    - Obtains and orders in EHR the waived lab tests as appropriate to patient's condition (i.e. blood glucose, UA).
- F. Provides appropriate patient referrals as indicated by health care provider. Standards:
- Contacts patients regarding lab abnormal lab results or diagnostic values.
  - Obtains patient consent in EHR for procedures (i.e. injections, cyst removal)
  - Obtains consent in EHR for medical records release.
  - Maintains knowledge of where to order referrals when prompted by the provider.
- G. Performs waived laboratory test in conjunction with approved departmental protocols. Standards:
- Demonstrates competency in performing in house waived lab tests.
  - Performs quality control procedures according to department protocol.
- H. Maintains equipment and supplies necessary for patient care. Standards:
- Maintains adequate supplies to perform Pap tests, pelvic exams, I&D's, and growth removals.
  - Ensures that the exam rooms are set up appropriately for practitioners to provide appropriate care to patients.
  - Places orders for equipment/ supplies per department protocols.
- I. Provides documentation of all patient interactions in EHR. Standards:
- Performs the four point check prior to starting an encounter.
  - Clocks in and out with each patient encounter.
  - Records all telephone interactions with patient using the telephone template or patient contact template.
  - Records complete HPI in the EHR for each problem for a visit.
  - Accurately relays information between provider and patient.
  - Records all pharmaceutical orders in patients EHR.
  - Obtains knowledge of how to complete or generate tasks in EHR.
  - Closes the loop to ensure quality care is documented.
- J. Performs other related duties as assigned. Standards:
- Follows guidelines established at time of assignment.
  - Huddles with their designated provider and RN to discuss complex patients prior to their visit.
  - Accepts assignments willingly.
  - Prioritizes workload to ensure timely completion of assignment.
  - Asks appropriate clarifying questions relative to scope of assignment.

- K. Maintains appointment schedule system for center staff and clients. Standards:
  - Schedules initial and follow-up appointments according to departmental procedures.
  - Calls patients 24 hours in advance to remind them of appointments.
  - Calls patients to let them know of any cancellations
  
- L. Maintains medical records system for center. Standards:
  - Ensures that an encounter is created for all new patients receiving care at the center in accordance with departmental procedures.
  - Obtains hospital and emergency department records prior to patients visit to center.
  - Manages batches, pays close attention when filing to ensure documents are being attached to correct document/ sent to the provider PAQ for review, if needed.
  - Ensures orderly filing of medical correspondence batches are not left for more than 24 hours
  - Obtains client consent to release/obtain information prior
  
- M. Demonstrates the ability to identify and implement safety and emergency procedures.
  
- N. As a phlebotomy technician to be responsible for the collection, storage, and testing of blood samples. The phlebotomy technician's responsibilities include drawing blood, conducting patient interviews, checking patient's vital signs, and transporting blood samples to the laboratory for testing.
  
- O. Respects and works well with all team members.
  
- P. Ensures exam rooms are clean, stocked, and ready for patients.
  
- Q. Assists provider with checking patient's vital signs, procedures, and exams.
  
- R. Documents accurately and timely in EHR.
  
- S. Performs other related duties as assigned and within scope of practice.
  - 1. Standards:
    - Follows guidelines established at time of assignment
    - Accepts assignments willingly
    - Prioritized workload to ensure timely completion of assignment
    - Asks appropriate clarifying questions relative to scope of assignment

**ACKNOWLEDGMENT:**

I have read and understand the above Job Description and agree with it.

\_\_\_\_\_  
Employee Name & Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Name & Signature

\_\_\_\_\_  
Date