



## JOB DESCRIPTION

This document does not create an employment contract, implied or otherwise, other than an "at-will" employment relationship with Van Buren County Hospital.

POSITION: <b>Clinic RN</b>	STATUS: Hourly, Non-exempt
DEPARTMENT: Clinic	DATE EFFECTIVE:
DIRECTLY REPORTS TO: Nurse Manager INDIRECTLY REPORTS TO: Clinic Coordinator	REVISED: 2/5/15
SUPERVISES: N/A	SECURITY LEVEL: medium

### **PRIMARY FUNCTIONS:**

Be available to assist and follow the physician's and mid-level provider's orders and assist as necessary in the care of the patient. Responsible for performing tests and reporting results to the provider for use in diagnosis, treatment and/or monitoring treatment of diseases.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Attendance at work on a regular and reliable basis.
- Call patients into rooms for examinations: obtain weights, blood pressures, temperatures include pulse, respiration when needed. Review patient's chart. Record and obtain patient's symptoms, make observations, listen, answer questions and reassure. Obtain past medical history and family history as appropriate. Obtain or review medications patient is currently taking and medication patient is allergic to. Record all of the above information in patient's electronic medical record chart and sign.
- Communicate information on a timely basis, consistent with clinic policy and urgency of the situation. Communication is verbal, as needed and through complete and accurate documentation in the electronic medical record.
- Assist physicians and mid-level providers with examinations as necessary.
- Set up for procedures to be done, for example: removal of lesions, suturing of wounds, casting of fractures, dressing of burns and assist with these procedures. Explain procedures to patients. Instruct on follow-up care of above at home.
- Give therapeutic injections, IM and subcutaneous injections as ordered, immunizations and weekly or twice weekly allergy injections. Tine test or PPD when needed.
- Change dressing on wounds and burns, do eye testing checks, catheterizations as needed.
- OB checks – including blood pressure, weight, dip urine, fetal heart tones with doppler. Obtain brief symptomology of each OB patient.
- Do well-baby checks – weights, lengths, and head circumference; do growth charts.
- Handle phone calls. Evaluate phone calls to save time for the physicians. Evaluate also as to emergencies, illnesses or injuries. Advise whether can try treating at home, should be seen later at the clinic, or if emergency, seen immediately at the clinic or Hospital Emergency Department. When patients call: listen, reassure, advise, reinforce what the physician has told them, answer questions, explain procedures, call pharmacies with refill prescriptions, check with physician if necessary. Call patients with reports, explain the tests that are ordered, make appointments for referrals.
- Talk with home health nurses regarding questions on patients of clinic they are seeing and caring for. Help them as necessary.
- Participates in the development, implementation, and evaluation of the clinic Quality Assurance Program and pertinent activities.
- Assists with performing miscellaneous office duties, i.e., filing, and/or retrieving medical records, tapes, reports, mailing, dictation, and other secretarial duties as necessary.

- Follows established safety practices including biohazards, exposure control plan (blood borne pathogens), infection control to include universal precautions, employee right to know (hazardous chemicals), and chemical hygiene standard.
- Performs routine and/or CLIA waived tests in all areas of the laboratory assigned (hematology, immunohematology, immunology, bacteriology, routine chemistry).
- Performs phlebotomies including capillary punctures and venipunctures.
- Processes specimens utilizing protocols and technical knowledge.
- Calibrates, standardizes and maintains instruments following established procedures.
- Performs quality control to ensure proper functioning of instruments, reagents and procedures.
- Reports and charts patient reports according to times indicated in policy and collection manual.
- Assists in teaching students and new employees.
- Researches and develops new procedures as assigned
- Generally, keep examination rooms clean, neat, organized. Keep supplies, equipment, and instruments in place and ready for use. Clean, sterilize or sanitize all instruments. Make up packs for doing excisions, suturing of lacerations and treating burns. Clean and disinfect.
- Order all medical supplies for patient care; dressings, cleansing solutions, drape sheets, table paper, splints braces, cast materials and etc. Keep all supplies always in stock, instruments and equipment up-to-date and in working order and repaired or replaced as necessary. Order all topical, oral or injectable medications for stock supplies and keep them updated. Keep emergency meds updated. Replace as used.
- Assist provider with diabetic education.
- Arrange for pharmaceutical representatives to visit with the physicians. Arrange for sample medications. Become aware of new medications used. Keep sample cupboard neat, orderly and sample medications up to date.
- Hand out educational materials when able and situation warrants. Give out specific diet as ordered by physician.
- Remain at the clinic, available to assist the physicians until all patients are cared for.
- Copies medical records appropriately as authorized.
- Responds to inquiry calls from patients or other health care providers.
- Performs job in compliance with hospital clinic policies and procedures and professional community standards.
- Maintains patient, employee, and clinic confidentiality in all aspects of the job.
- Protects confidential documents in a manner that prevents unauthorized access.
- Share information appropriately and timely in accordance with clinic policy.
- Reports all client concerns to the Clinic Manager.
- Operation of various office machines, i.e., fax, copier, computer.
- Assists with location of medical records.
- Cross train as Clinic Receptionist and learn the roles and duties assigned to that position for times of need.
- Performs additional duties and responsibilities as deemed necessary
- Must be able to safely work in an environment where latex is prevalent.
- Complete annual education requirements.
- Attend meetings as appropriate.
- Maintains regulatory requirements.
- Stays up-to-date with industry matters by reading/attending educational presentations.

## **STANDARDS OF BEHAVIOR:**

### **Appearance:**

- Keeping our environment, both public and private, well maintained, clutter free and looking nice.
- Dressing in a professional manner by wearing clothing that is neat, fits appropriately, and is business appropriate.
- Greeting our customer with a smile.
- Wearing I.D. badges at eye level, where they can be easily seen.

### **Commitment to coworkers:**

- Treating each other with courtesy and respect.
- Dealing with concerns or conflict by going directly to the person or people involved.

- Not chastising each other in front of staff, patients, or visitors.
- Greeting each other with a smile or verbal acknowledgement.
- Welcoming new employees. Being supportive by offering help and setting an example of cooperation.
- Being supportive of each other. Setting aside personal differences when working with each other.
- Keeping all interactions positive by not engaging in negative behaviors i.e. gossiping, rudeness, vulgarity, undermining, non-verbal insinuations, etc.

**Communication:**

- Immediately acknowledging the importance of every customer and confirming their presence by making eye contact and saying "How may I help you?", "I'll be with you shortly." or a similar appropriate comment.
- Explaining to every patient what they can expect: Specifically covering: -Estimated wait time -Where the patient will be going next -Who will take them there -What will happen once they arrive.
- Including the patients in decisions regarding their care by providing explanations before beginning a procedure and asking the patients if they have any questions.
- Using easily understood and appropriate language when giving patients information about health, special diets, tests, procedures, medication, etc.
- Taking the time to listen to patients, visitors and staff; allowing them to ask questions and confirming understanding.
- Listening attentively to complaints, concerns, and requests, and giving the customer a specific response time.
- Critiquing in private and praising publically.

**Etiquette:**

- Greeting customers warmly as I walk throughout the facility, looking for opportunities to provide assistance.
- Using the corridor as an opportunity to make a favorable impression; smiling and speaking to others.
- Speaking clearly and with a friendly tone.
- Adjusting my posture and position to be at eye level with patients and others.
- Using proper phone and call light etiquette.
- Using proper elevator and hallway etiquette.
- Using proper strategies to minimize the impact of wait times and delays on patients and families.

**Ownership and Accountability:**

- Creating a culture that helps people feel appreciated included and valued.
- Taking care of equipment and returning shared supplies or equipment to proper area
- Taking responsibility and initiative to get the job done.
- Not saying, "it is not my job." If unable to meet a request, helping the patient or customer find someone who can.
- Being responsive to the needs of others by seeking to happily meet their needs in a timely manner.
- Demonstrating a willingness to go beyond the job description and 'go the extra inch' for others or more as needed.

**Privacy:**

- Closing curtains or doors during examinations, and/or utilizing a chaperone when needed.
- Always explaining to a patient what you are doing to maintain their privacy.
- Interviewing customers in private. Closing doors if available; closing curtain when indicated or keeping distance between customers when possible.
- Conducting telephone conversations regarding a customer in a discreet and professional manner.
- Always knocking before entering. (Identify who you are and why you are there. Asking for permission to enter).
- Providing patients with adequate cover for comfort and dignity. (Always provide a sheet or blanket when transporting)
- Keeping patient records confidential, Not discussing our customers in public areas (i.e., elevators, hallways, cafeteria, etc.).

**Professional Attitude and Courtesy:**

- Demonstrating an attitude of caring, compassion, empathy, and respect for all our customers actively building trust and appreciation.
- Using the VBCH acknowledgement with arriving and departing patients and other customers.
- Promoting Van Buren County Hospital positively in the workplace, the community and in the presence of our customers.
- Escorting patients and visitors to their destination, rather than pointing the way.
- Exceeding our customer's expectations.
- Greeting each other and our customers with a smile.
- Respecting a customer's time, taking immediate action on concerns, complaints, requests, and questions.

- Refraining from personal conversations and joking among employees within earshot of patients and visitors.
- Using actions, behaviors and processes to make patients, families, and visitors feel that "WE CARE".

#### **Service Recovery:**

- Following up to ensure the customer's concern has been addressed.
- Offering alternatives and suggestions to meet our customers' needs.
- Listening to customers' concerns and not making excuses for myself, other employees or departments and not placing blame on others.
- Assisting patients and customers or finding someone who can.
- Using Van Buren County Hospital's plan for service recovery.
- Exceeding the customer's expectations by owning the matter and quickly resolving their concern.

## **MINIMUM QUALIFICATIONS:**

### **SKILLS:**

#### **Communication Skills:**

- Possess good communication, interpersonal, and telephone skills, including good listening skills and the ability to process information accurately.
- Ability to keep supervisor informed of departmental activities and needs.

#### **Computer/Office Skills:**

- Possess basic computer and technology skills and uses EMR to enhance clinical practice.
- Knowledge of medical terminology used in a hospital setting to function in a health care setting.

#### **Quality of Care skills:**

- Ability to work efficiently and effectively to promote high quality patient care.
- Ability to act as a champion agent in order to promote high quality patient care.
- Possess good coping skills to be able to meet high stress situations on a daily basis and crisis as they arrive.

#### **Teamwork:**

- Ability to work effectively as a team member within a health care team setting.
- Adaptability to dealing with people beyond giving and receiving both oral and written instructions.
- Ability to coordinate personnel and services as part of a health care team.

#### **Confidentiality/Compliance:**

- Ability to follow policies, regulations, and procedures.
- Ability to work regularly with confidential patient information providing discretion and integrity regarding patient financial and health information.
- Compliance and understanding of VBCH's Compliance Program, including, but not limited to the Code of Conduct, the Compliance Policy, organization-wide compliance policies, and compliance plans affecting specific duties and responsibilities.
- Ability to maintain confidentiality of patients rights in accordance with hospital policies and HIPAA and Hi-Tech Security Rules.
- Demonstrate knowledge of safety/infection control practices by compliance with policies and procedures.

#### **Coping Skills:**

- Recognize and respond appropriately to potentially unsafe and stressful situations.
- Ability to perform a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.
- Ability to maintain both a high standard of courtesy and cooperation in dealing with co-workers, patients, and visitors while providing satisfactory job performance despite the stress of a medical work environment.
- Maintain composure when faced with situations of unpleasant or emergent health situations such as trauma.

#### **Safety:**

- Demonstrate knowledge of safety/infection control practices by compliance with policies and procedures
- Ability to use safe practice when using equipment

**People Skills:**

- Ability to work cooperatively with a health care team and other department personnel to provide an exceptional patient care experience.
- Ability to maintain a high standard of courtesy and cooperation in dealing with co-workers, patients, and visitors while showing patience and reliability despite the stress of a hospital work environment.
- Ability to cooperate with staff to achieve both personal and departmental goals and maintaining good employee and public relations.

**Personal traits:**

- Ability to work independently with limited supervision to perform job responsibilities with little direction while still maintaining to meet required deadlines.
- Ability to solve practical problems and deal with a variety of tasks at once with multiple interruptions.

**EDUCATION:**

Graduate of an accredited school of Nursing.

**CERTIFICATIONS:**

Current CPR Certification – Healthcare Provider Level

Mandatory Reporter Certification

Valid registration as an LPN in the State of Iowa.

**EXPERIENCE REQUIRED:**

None  
 Less than 1 year  
 1 – 3 years  
 3 – 5 years  
 5 + years

**WORKING ENVIRONMENT:**

Conditions	Never 0%	Occasionally 1 - 33%	Frequent 45 – 66%	Continuous 67 – 100%
Indoors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Computer Operations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Outdoor exposure to extreme cold or extreme heat	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to wet and/or humid conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Excessive Noise including patient call lights, buzzers and alarms	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dusty	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exposure to Latex	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other – please explain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electricity and/or Electric Shock	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals and fumes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High, exposed places	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Moving mechanical parts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Machinery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Power or impact tools	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other – please explain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## **EMPLOYEE HEALTH REQUIREMENTS:**

Must follow all employee health requirements including, but not limited to, the following:

- Employee Health screenings every 4 years after hire as required by State Law
- Yearly flu shots. If flu shots are denied, you will be required to wear a mask at ALL times while on duty.

## **EMPLOYEE HEALTH REQUIREMENTS:**

	Never 0%	Occasionally 1 - 33%	Frequent 45 - 66%	Continuous 67 - 100%
<b>Lift/Carry</b>				
1 – 10 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
11 – 20 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21 – 50 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51 – 75 lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75+ lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Push/Pull</b>				
1 – 10 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 – 20 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21 – 50 lbs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
51 – 75 lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75+ lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Movement</b>				
Sitting for long periods of time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bend/Stoop Twist	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crouch/Squat	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneel/Crawl	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Above the shoulders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reach Below the shoulders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Repetitive Motion (arms, wrists, hands)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Grasping	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Climb Stars/Ladder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Uneven Walking Surface	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Even Walking Surface	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Balancing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finger usage (feeling for pulse, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communication (talking and hearing)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Visual Acuity for reading and computer usage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Visual Acuity for drawing measurements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**I have read this job description and understand the physical requirements and essential job functions. I am able to perform these essential job functions with/without reasonable accommodations. Required accommodations are explained below:**

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Employee Signature

Date

Department Head Signature

Date

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. A review of this job description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions. Employees will be required to follow any other job-related instructions and to perform any other job related duties requested by his/her manager. Requirements are representative of the minimum levels of knowledge, skills, and/or abilities. To perform this job successfully, the employee will possess the abilities or aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.