



Beth Israel Lahey Health

## Clinical Assistant

**Grade:** 05

**Current Job Code:** BL532

**FLSA Status:** Nonexempt - All per diem positions are considered Non-Exempt

**Effective Date:** 2022-07-05

**Status:** Final Approved

**Job Summary:** Under the general supervision of the Director of Site Operations, Practice Development Operations Manager, Site Manager or Practice Manager provides direct and indirect care to a specified group of patients in a variety of healthcare settings. Clinical Assistants will receive 6 weeks of classroom instruction. This will be followed by 2 weeks of hands on training in a Primary Care Practice where they will be assigned a preceptor. The preceptor and/or supervisor will decide when trainees are ready to take on patient care responsibilities.

**The following statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of this position.**

### Primary Responsibilities:

1. Achieves and maintains Basic Life Support (BLS) certification through American Heart Association, according to departmental standards prior to seeing patients in a practice. Organizes and prioritizes daily work to ensure patient's needs are met and provider schedules run efficiently. (essential)
2. Monitors patient flow, escorts patients to the appropriate room, accurately obtains patient identification, allergy history, domestic abuse screening, obtains and records vital signs, per departmental standards and documents for entry into an Electronic Medical Record (EMR) or on appropriate forms. (essential)
3. Maintains exam rooms by monitoring and replenishing supplies and performing routine housekeeping and disposal and handling of hazardous waste. Maintain inventory of medical supplies and orders medical supplies as authorized by Site/assigned Manager, Supervisor or Site Coordinator. (essential)
4. Documents all pertinent information for entry into an EMR. Accurately transcribes provider orders according to policy.\* Notifies provider with any abnormal vital signs, elevated pain scores or safety concerns. Observes and reports any abnormal symptoms or behavior to appropriate clinical staff member. (essential)
5. Communicates all appropriate information prior to break, lunch or change of shift, to necessary personnel to ensure continuity of care. Prepares patient for the appointment based upon the diagnosis, procedure and/or department protocols. Includes proper patient attire (gowns/shorts etc), proper pre-visit tests completed, and proper set-ups for the procedure to be performed etc. (essential)
6. Maintains confidentiality and patient rights in interactions with the patient/family and other health care workers. Respects the values (religious/spiritual, ethnic, cultural) of the patient and family. Perform electrocardiograms, blood pressures, spirometries and vision and hearing testing according to departmental standards. (essential)
7. Provides patient with written educational material. Documents that patient instructions were given, as well as patient's response. Assists in performing departmental procedures. Use electronic system to schedule x-ray, mammography or laboratory appointments. Performs and/or assists with the admission and transfer process. Monitors and takes action on work queues as trained/assigned. (essential)
8. Proficiently utilizes EMR to enter and retrieve patient information. Ensures that all necessary information and materials are present for provider prior to patient visit. Receives and communicates information through various processes, including (but not limited to) use of computers, Intranet, e-mail, telephone system, scan and fax. (essential)

9. Ensures that all appropriate equipment is maintained in good working order and that adequate supplies are available for patient procedure/visit. Ensure appropriate levels of supplies and inventory for department. Follows department standards for billing processes. (essential)
10. Facilitates patient access by working with the department and the registration and scheduling staff to coordinate changes in the provider schedules. May assist in work related to referrals and obtaining prior authorizations. Collaborates with provider and support team to coordinate and incorporate: same day adds, work-ins, emergency procedures, sick calls or provider initiated cancellations. (essential)

#### **Required Qualifications:**

1. High School diploma or GED required.
2. 0-1 years related work experience required in Will be trained as part of a formal program upon hire..
3. Strong interpersonal and customer service skills required to communicate with patients, family members, physicians and other health care providers, as well as other colleagues
4. Must possess strong problem solving abilities and analytical skills to ensure patient's needs are met. Must possess good organizational skills and the ability to multitask and to prioritize daily assignments to ensure smooth work flow.
5. Basic familiarity with computers. Ability to navigate at a basic level within web-based applications.

#### **Competencies:**

1. **Decision Making:** Ability to make decisions that are based on specific instructions, standard practices and established procedures which generally require little or no supervision.
2. **Problem Solving:** Ability to address problems that are routine, somewhat repetitive and generally solved by following clear directions and procedures and by identifying opportunities for process improvements.
3. **Independence of Action:** Ability to follow general instructions and procedures as provided. Work is monitored by supervisor/manager.
4. **Written Communications:** Ability to read, and write in English in order to understand basic safety instructions and take direction from supervisors; communicate effectively with patients, families and other medical center staff; and respond to basic questions.
5. **Oral Communications:** Ability to comprehend and converse in English to communicate effectively with medical center staff, patients, families and external customers.
6. **Knowledge:** Ability to demonstrate full working knowledge of standard concepts, practices, procedures and policies with the ability to use them in varied situations.
7. **Team Work:** Ability to work collaboratively in small teams to improve the operations of immediate work group by offering ideas, identifying issues, and respecting team members.
8. **Customer Service:** Ability to provide a high level of customer service to patients, visitors, staff and external customers in a professional, service-oriented, respectful manner using skills in active listening and problem solving. Ability to remain calm in stressful situations.

**Age based Competencies:** Employees in this job must be competent to provide patient care to the following age groups: Neonatal: Birth to 6 months, Youth: 6 months to 16 years, Young adult: 16-30 years, Middle Age: 30 - 60 years, Elderly: 60 - over.

#### **Social/Environmental Requirements:**

1. Work needs to occur at an average pace with intermittent breaks. Requires an average amount of attention to maintain quality of work.

2. Work routine is fairly consistent, but employee needs to be able to use judgment to respond to events several times a week.
3. No substantial exposure to adverse environmental conditions
4. **Health Care Status:** HCW1: Regular, day-to-day contact; both face-to-face and hands-on (having close contact within three feet for at least five minutes). Examples: physicians, clinical nurses, phlebotomist, medical assistants, PFT tech, and x-ray tech.- *Health Care Worker Status may vary by department*

**Sensory Requirements:**

Close work (paperwork, visual examination), Color vision/perception, Visual monotony, Visual clarity > 20 feet, Visual clarity feet, Conversation, Monitoring Equipment, Telephone, Background Noise.

**Physical Requirements:**

Medium work: Exerting up to 50 pounds of force occasionally and or up to 20 pounds of force frequently. Job is physical in nature and employee needs to stand and/or move around through the majority of their shift.

This job requires constant Endurance-working up to 2 hours without a break,frequent walking, standing, bending neck, twisting neck.