

JOB DESCRIPTION

Job Title: Patient Care Technician
Department: Clinical – Back Office
Reports To: Clinical Manager, Clinical Director, Assistant Clinical Manager
FLSA Status: Non Exempt
Prepared By: Human Resources
Prepared Date: December 2012
Approved By: Human Resources
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SUMMARY

The back office Patient Care Technician assists the provider (Physician, Physician Assistant, or Nurse Practitioner) in examination and treatment of patients by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential duties and responsibilities include, but are not limited to, the following. The duties will be performed in accordance to policy and procedure, standard of care, and in accordance of state certification.

- Perform initial vital signs and recheck as necessary
- Medicate patients per orders within scope of practice
- Carry out wound care for scrubs-abrasions, small cuts, puncture wounds
- Apply wound dressing
- Apply ace bandages
- Apply splints according to provider orders
- Collection and processing of lab specimens. (UA, sputum, stool, etc.)
- Perform CPR
- Assist with pelvic exams
- Assist with visitor control and in notifying patients/families of any delay in care
- Draw venous labs
- Perform suture removal
- Insertion of urine catheters
- Administer basic oxygen therapy per policy or order
- Placement of pulse oximetry and cardiac monitor
- Obtain 12 lead EKG per policy or order
- Removal of peripheral venous access
- Triaging patients
- Discharge patients per policy
- Provide patient education as appropriate
- Document all interventions, responses to interventions, and changes in patient status in the chart

- Provide age appropriate care for patients
- Demonstrate proficiency with sterile instrument procedures
- Perform soiled instrument prep and sterilization
- Perform glucose monitoring
- Perform daily and weekly cleaning duties as assigned
- Function as resource for Medical Assistants and Emergency Medical Technicians
- Follow applicable regulations: Joint Commission, OSHA, HIPAA, CLIA / COLA
- Perform IV's if certified. RMUC will provide certification opportunities within first 180 days of employment

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.

EDUCATION and/or EXPERIENCE

- Must possess one of the following:
 - Medical Assistant degree and certification
 - Emergency Medical Technician – B certification
 - Emergency Medical Technician – P certification
 - Licensed Practical Nurse license
 - Registered Nurse license
 - Limited Scope X-ray (LST) certificate
 - American Registry of Radiologic Technologist (ARRT) certificate
- Current Cardio Pulmonary Resuscitation (CPR) card
- IV certification
- Maintain licensure/certification per state guidelines
- Must demonstrate knowledge of the rationale of appropriate patient care.
- Demonstrate the ability to maintain good inter-personal relationships with co-workers and health team members
- Communicates through appropriate channels
- Demonstrate ability to calculate drug dosages
- Demonstrate ability to handle emergency situations calmly and effectively
- Document continuing education per licensure and certification requirements and clinic protocols

DESIRED CERTIFICATES

- Limited Scope X-ray (LST) certificate
- American Registry of Radiologic Technologist (ARRT) certificate

CUSTOMER SERVICE EXCELLENCE

- Provide customer service in accordance to clinic mission
- Demonstrate ability to be courteous and respectful when interacting with patients and family members
- Maintain patient confidentiality in accordance to policy and procedure and HIPAA requirements
- Enact proper chain of command for patient complaints

LANGUAGE SKILLS

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations
- Ability to write reports, business correspondence, and procedure manuals
- Ability to effectively present information and respond to questions from groups of managers, patients, and the general public

MATHEMATICAL SKILLS

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs

REASONING ABILITY

- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables

OTHER QUALIFICATIONS, SKILLS AND ABILITIES

- Excellent written and verbal communication, teaching ability and good telephone skills.
- The ability to organize and coordinate multiple tasks is required
- Must be professional, flexible, caring, and compassionate and exhibit a congenial and sensitive attitude toward patients
- Ability to work well with others is an essential job function

APTITUDES AND TEMPERAMENTS REQUIRED

- Must have a high level of energy with the ability to adjust to any justifiable pace
- Make decisions based more on fact than feeling
- Exhibit behavior which emphasizes compassion, quality, loyalty and conscientiousness
- Ability to establish and maintain effective working relationships with patients, their families and staff members

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions
- While performing the duties of this job, the employee is regularly required to stand; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear
- The employee is occasionally required to walk; sit; and stoop, kneel, crouch, or crawl
- The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move more than 100 pounds
- Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus

WORK ENVIRONMENT

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

- While performing the duties of this job, the employee is frequently exposed to moving mechanical parts
- The employee is occasionally exposed to risk of radiation
- The noise level in the work environment is usually moderate

Name (please print)

Signature

Date