



Upper Hudson Planned Parenthood

JOB DESCRIPTION

Position Title: Health Care Assistant Level 2 (HCA L2)	Department: Health Center Operations
Reports to: Health Center Manager	Location: Health Center as assigned
Reviewed By: Human Resources	FLSA Status: Non-exempt

SUMMARY OF POSITION

This position assists UHPP and its clinicians in the delivery of quality health care by providing excellent customer service, which will include but not be limited to, accurate medical interviews, patient education, and by assisting the clinician in the clinical area. The position is highly visible with extensive client contact.

This position is responsible to participate in UHPP's attainment in annual health center fiscal goals in revenue, expenses and contribution margin as well as meeting established benchmarks.

It is the policy of PPMHV to require every employee to dress professionally and appropriately for his or her position. Each employee represents UHPP to its patients, vendors and visitors.

ESSENTIAL JOB FUNCTIONS

Customer Service:

- Builds and maintains positive, quality relationships with customers, both internal (colleagues) and external (patients, clients, donors etc)
- Works as a team member ensuring effective and efficient implementation of all front desk responsibilities.
- Demonstrates commitment to exceeding customer expectations at every opportunity with the ability to effectively manage multiple customers and projects
- Responds positively to customer concerns and demonstrates effective problem solving skills
- Consistently interacts positively with internal and external customers
- Communicates with patients on expected wait times and provide appropriate instructions at time of scheduling of appointment
- Informs patient of any prolonged delays
- Offers patient alternative health center as appropriate for expected services
- Always wears a UHPP identifying name tag when working in the health center

General Duties:

- Assists during medical sessions in the areas of assisting clinicians and documentation of appropriate activities
- Performs laboratory procedures including performing macroscopic exam of tissue post-abortion and the recording, reporting, referring, follow-up and transportation of specimens as needed
- Maintains asepsis and sterile technique through wrapping instruments, autoclaving, and gloving
- Assists with analgesia and sedation, including ambulatory assistance and wheelchair assistance as needed
- Performs phlebotomy and completes laboratory requisitions appropriately

- Conducts pregnancy testing and options counseling
- Performs vital signs assessment and records appropriately
- Maintains patient charts and records in accordance with clinic standards and guidelines, assuring confidentiality of all records
- Conducts patient education as it relates to each patient's specific health problem, and initiates appropriate referrals as needed
- Completes all paperwork to insure timely and accurate patient transactions
- Monitors patient flow to assure timely patient care
- Participates in quality assurance and/or continuous quality improvement activities as assigned
- Maintains current CPR Certification
- Performs duties related to maintenance and care of all areas of clinical operations and supplies
 - Prepares exam rooms for exam
 - Checks and stocks supplies and instruments as necessary

- Distributes contraceptive supplies and maintains appropriate records
- Duties also include preparation of client statistics and filing
- Maintains cleanliness and order in client services area, patient waiting areas, or other areas deemed appropriate for staff and client comfort.
- Accept individual and joint responsibility for and participate in clinic efforts to achieve:
 - Appointment show rate of 70% or higher
 - Expectation of available appointments within affiliate guidelines
 - Meeting productivity benchmark of four clinician visits per hour and six total visits per hour
 - Patient time in office 3.5 hours or less for in-clinic abortion, 1.5 hours or less for medication abortion, and 60 minutes or less for all other visits
 - Provide patient education, laboratory testing, ultrasound, and other services in accordance with affiliate policies and procedures and standards and guidelines
 - Monitor waiting room and practice management system to provide feedback to supervisor of patient wait times
 - Attainment of annual clinic fiscal goals in revenue, expenses, and contribution margin
 - Participates in quality assurance activities and continuous quality improvement activities as assigned

- Ensure the good working condition of office equipment
- Reports to the Health Center Manager, any safety or maintenance concerns identified in the waiting areas and/or entrances into health centers
- Provide relief coverage at other sites as scheduled
- Covers evening shifts and Saturday rotations as scheduled
- Perform all other duties as assigned

Mandatory Reporting:

Planned Parenthood has zero tolerance for non-compliance with our policies and procedures for addressing situations that endanger the welfare of minors, including our policies and procedures relating to state mandatory reporting laws.

This position is responsible for reporting all situations that endanger the welfare of minors as well as our policies and procedures relating to state mandatory reporting laws.

Risk & Quality Management (RQM)

Makes a commitment to participate in UHPP's Risk and Quality initiatives

Qualifications:**Education and Licensure**

- High school diploma or GED required
- Medical Assistant or CNA training preferred
- CPR preferred; required to be completed within 90 days of hire
- 1 year work experience in a medical office environment required
- Prior experience in a customer service position preferred

Expectations

- Able to communicate effectively and in a non judgmental manner or attitude to maintain strict client confidentiality
- Will physically assist a patient in distress
- Will handle multiple tasks simultaneously
- Will attend mandatory trainings which may be off site and involve travel to alternate locations
- Will accommodate a flexible schedule which may include working weekends as needed
- Able to travel to alternate work sites as needed
- Demonstrate a strong work ethic
- Attention to detail
- Professional appearance
- Able to prioritize tasks and manage time effectively
- Able to handle difficult customer service situations in a professional manner
- Electronic Medical Records experience strongly preferred
- Bi-lingual language skills preferred

Language Skills:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively 1:1 with co-workers, internal and external customers, and outside contractors and vendors.

Mathematical Skills:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals

Reasoning Ability:

Ability to apply common sense understanding to carry out detailed but uninvolved in written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

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 required to continuously talk and hear, frequently sit, stand, walk, reach, grasp, handle small objects, use repetitive motions of the hands and wrists. Work requires occasional bending. Rarely requires repetitive motion of the feet. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Must be able to lift and/or move up to 50 lbs., operate a computer including keyboard, operate a multi-key telephone.

Must be able to maintain a flexible schedule and during peak activity periods work in excess of 7.5 hours per day and/or 37.5 hours per week.

The Health Care Assistant needs to be able to walk up and down stairs as determined by the office design.

Medical requirements of the position

All staff that interact with patients and clients are required to meet the Department of Health medical requirements of an annual tuberculosis screening, physical and Influenza Vaccination. Staff must provide proof of immunity to rubella and rubeola.

Work Environment:

Work environment characteristics 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 exposed to weather conditions prevalent at the time.

The noise level in the work environment is usually moderate.

Travel:

While performing the duties of this job, the employee will have to travel to other work locations at various times. Own transportation is preferred, with a valid driver's license, inspection, registration and adequate insurance.

Other:

- This job description is not intended to be all-inclusive. The employee will also perform other reasonable related duties as assigned by the supervisor or management.
- Management reserves the right to change, assign or reassign job duties, hours, and locations as needed. This document is for management communication only and not intended to imply a written or implied contract of employment.
- I have read and understand this job description. I agree to accept the responsibilities and duties as outlined.
- I understand that UHPP is an "at-will" employer.

Employee Signature: _____

Date: _____

Approved by:

Supervisor: _____

Date: _____

Human Resources: _____

Date: _____