

**SIU School of Medicine
POSITION DESCRIPTION**

INCUMBENT _____

CSN

CLASSIFICATION TITLE Healthcare Technician

DATE__

DEPARTMENT/DIVISION Family & Community Medicine / Quincy

Function

This position provides clinical support to the patients of SIU Family and Community Medicine-Quincy. The majority of time is spent in the capacity of Healthcare Technician where patient care is given within the clinic. This position must work closely with faculty, residents, staff and patients to ensure an efficient operation.

Organizational Relationship

This person reports to the Charge Nurse, who reports to the Site Administrative Director. This position is controlled by University procedures, by general directives, and by policies SIU Medicine and Center for Family Medicine – Quincy.

Duties and Responsibilities

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

Demonstrates by actions, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.

A. Direct Patient Care

80%

1. Prepares patient exam rooms and the patient by explaining the procedure and indications for the exam. Offers the patient any brochures, diets or booklets pertaining to patient's particular health problems.
2. Takes vitals and history of present illness of the patient, recording in chart.
3. Assist providers or other medical professionals with examinations, treatments, and procedures.
4. Assist in the operation of respiratory equipment when necessary and explains operation to patient, i.e. nebulizer and pulmonary function test.
5. Following a medical provider's orders, enters into the Electronic Health Record (EHR) requisitions of medicines, laboratory and radiology.
6. Cleans and sterilizes instruments according to policy; records sterilizer test results.
7. Collects specimens from patients using standard medical procedures.
8. Completes diagnostic forms, reports, and assists in scheduling diagnostic results.
9. Constant updating on computer information availability, including the electronic health record system, insurance information and patient education.
10. Assists with the flow and movement of patients in the clinic and communicating with the providers and nursing staff to improve efficiency of clinic workflow. Responsible for keeping the provider exam rooms full.

B. Indirect Patient Care

20%

1. Assist providers with telephone messages. Calls other facilities to set up appointments for x-rays or referral to another physician.
2. Follows-up on provider orders by transcribing these in charts and notifying the pharmacy when appropriate. Scribes for providers during office visit according to SIU Scribing Guidelines.
3. Stocks and maintains procedure/examination rooms with supplies.
4. Answers phone calls coming into clinic.
5. Completes and faxes insurance referral forms.
6. Mails or faxes patient information to outside physicians and hospitals.
7. Performs other duties as assigned.

C. Knowledge required for the Job

1. Understanding of outpatient physician office procedures and patient flow.
2. Preference given to experience gained in a primary care environment.
3. Able to work professionally and adeptly under pressure.
4. Sensitive to the needs of underrepresented minority populations.

Responsibility

- A. Supervisory Controls - The supervisor, as needed, assigns duties. The employee establishes the procedures with the assistance and approval of the supervisor. The employee will then be expected to work independently, except for occasional consultation with the supervisor.
- B. Guidelines - The Nurse Administrator is responsible for seeing that the policies and guidelines are followed through, and is guided by University and Department policies and procedures.

This person will follow the Family Medicine, School of Medicine, University and Center for Family Medicine-Quincy guidelines. These are general guidelines and do not specifically outline how a person filling this position should perform. However, this person will be a direct reflection of the SIU Center for Family Medicine-Quincy and FCM – Quincy Residency Program. For this reason, neatness, cleanliness, organization, excellent communications skills, both oral and written, ability to get along with others, and personal conduct will be a consideration. Additionally, at SIU Center for Family Medicine – Quincy, we share accountability for safe practices. Employees are required to bring attention to safety issues, change current practices to enhance safety, share errors, and ask for help when needed.

Difficulty

- A. Complexity – Must adapt to changes in physician needs and requirements. Must use sound judgment and be attentive to detail and document thoroughly.
- B. Scope and Effect – The employee in this position directly affects patient satisfaction and health outcomes.

Personal Contacts

The employee will have frequent contact with all faculty, residents and staff, as well as patients, pharmacies, outside physician offices, labs and other health care organizations and agencies.

Environmental, Health and Safety Responsibilities

Participates in meetings, trainings, and other environmental, health and safety activities as required by SIU School of Medicine.

Working Conditions

Must be able to work under stress and adapt to changing conditions and priorities. No risks or discomforts are anticipated in this position. Will be required to provide direct patient care including safe handling of body fluids. See attached Physical and Environmental Requirements form.

 Incumbent
 Healthcare Technician
 SIU Department of Family and Community Medicine-Quincy

Date _____

 Charge Nurse
 SIU Department of Family and Community Medicine-Quincy

Date _____

 Site Administrative Director
 SIU Department of Family and Community Medicine-Quincy

Date _____

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

SIU SCHOOL OF MEDICINE

Incumbent: _____ Classification: Healthcare technician
 Position No. (if applicable): _____ Department: Family and Community Medicine/Quincy Clinic-SMS

WORK ENVIRONMENT: (Check all applicable environments)

<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Hospital
<input checked="" type="checkbox"/> Clinic	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Research Laboratory	<input type="checkbox"/> Outdoors
<input type="checkbox"/> Other (Be Specific): _____	

PHYSICAL DEMANDS:	Seldom <small>(Performed rarely less than 2% of the time)</small>	Occasionally <small>(Performed less than 25% of the time)</small>	Frequently <small>(Performed 26% to 50% of the time)</small>	Constantly <small>(Performed 51% or most of the time)</small>	N/A
<small>(Indicate frequency of activity during performance of position duties)</small>	<small>(Performed rarely less than 2% of the time)</small>	<small>(Performed less than 25% of the time)</small>	<small>(Performed 26% to 50% of the time)</small>	<small>(Performed 51% or most of the time)</small>	

(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)

Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Close visual acuity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hearing - Conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Hearing - Other Sounds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Stooping	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working at heights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in extreme cold, heat and/or humidity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in close quarters	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Climbing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Operating motor vehicles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Working above shoulder level	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Carrying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lifting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I affirm the environmental and physical demands listed on this form are an accurate reflection of the requirements of this position to the best of my knowledge and belief.

I have read, understand and am capable of meeting the physical and environmental demands of this position.

 Supervisor Signature Date Supervisor Name Employee Signature Date