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Culpeper Medical Associates Job Description		
<b>POSITION TITLE:</b> Patient Care Specialist II		<b>LEVEL/FLSA:</b> 9, Non-exempt
<b>DEPARTMENT:</b> CMA	<b>REPORTS TO:</b> Operations Manager	<b>DATE PREPARED:</b> January 11, 2012

**GENERAL SUMMARY:** The Patient Care Specialist II is responsible for providing clinical support to physicians and patients in a Regional Primary Care medical office. These duties may include: patient care, vital signs, assisting physician, performing various laboratory tests and quality control indicators, telephone triage.

**PRINCIPAL DUTIES AND RESPONSIBILITIES:**

**Essential Functions of the Job:**

- Prepare patients to see physician(s).
- Administer medications. Perform venipuncture, start and regulate IV fluids.
- Laboratory duties including performing laboratory tests and quality control indicators, preparing forms and follow up results.
- Assist physicians in procedures and performs various test independently.
- Operate spirometry, audiometry, tympanogram, EKG and vision tester.
- File and evaluate lab work.
- Answer telephones, screen calls, confirm appointments, maintain appointment schedule following office scheduling procedures.
- Screen patient phone calls and give appropriate advice to patients.
- Maintain appropriate inventory of medical supplies for the practice.
- Clean and stock medical instruments.
- Document in Medical Record as appropriate for services rendered.
- Other duties that may be specific to satellite medical practice.

**Non-Essential Functions of the Job:**

- Schedule consult appointments, laboratory tests, and other diagnostic tests.
- Provides occasional back up to Front Desk .

**REQUIRED QUALIFICATIONS (Knowledge, Skills & Abilities):**

Education:

- High School Diploma or GED and
- Current Virginia LPN License or current Virginia CMA Certificate (certification only from AAMA or AMT accepted)
- Successful completion of UVA Patient Access classes within 3 months of hire – Insurance 101, Scheduling
- Presentation of State License documentation is required upon employment and annually thereafter in order to attain and/or remain in Job Level 8

Experience:

- Two years previous experience working in a medical practice preferred
- Must have experience operating electrocardiogram, lab and other medical equipment
- Knowledge of OSHA guidelines and Universal Precautions protocols

Knowledge and skills:

- Experience utilizing a personal computer and computerized scheduling

**SUPERVISORY RESPONSIBILITIES:** This position does not have any positions reporting to it.

**WORKING CONDITIONS:** General busy clinical environment. The incumbent will be working in a office and patient examination room and is required to help move patients when needed and standing during portions of the physical examination. Physical activity required would include the ability to lift/push/pull 20 - 50 pounds, and would involve standing for prolonged periods of time, as well as frequently bending/stooping and walking. Physical

hazards include potential exposure to body fluids and associated pathogens/infectious disease, as well as potential exposure to chemicals.

**SUCCESS FACTORS:**

- Thoroughness and dependability
- Good organizational skills
- Ability to manage multiple tasks in a busy medical office environment
- Ability to apply written instructions and standardized work practices
- Good customer service and communication skills
- Friendly attitude in meeting the public and ability to work closely with other employees
- Ability to effectively communicate and work with physicians, staff and patients
- Ability to work with and maintain confidentiality of patient and patient account data
- Required to continue ongoing training to keep abreast of changes in this field

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