



JOB DESCRIPTION

JOB TITLE: Patient Care Associate
EXEMPTION STATUS: Exempt X Non-Exempt
REVISED DATE: March 2022

SUMMARY: Under general supervision, the Patient Care Associate is responsible for performing routine nursing services for the care and treatment of patients.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Receive and prepare patients for examination, obtaining blood pressure, pulse rate, temperature, and weight. Charting in Electronic Health Records.
- Assist the healthcare provider with patient examination, treatment, and minor surgeries as instructed.
- Keep rooms clean and stocked with necessary supplies.
- Sterilize equipment.
- Give instructions and/or explanations to patients as directed by healthcare provider, whether in person or by telephone.
- Return messages.
- Schedule patients for hospital surgeries, admissions, and diagnostic procedures, obtaining pre-certification, prior authorization, and/or referral if necessary.
- Perform specialized testing.
- May be responsible for the ordering and control of medical supplies and drugs.
- Assist with complying and maintaining OSHA regulations.
- Administer medications and/or injections as directed by the healthcare provider.
- Abide by the rules and regulations as set forth by the Board of Nursing in the State of Tennessee.
- Act as a liaison between patients, patient's family members, healthcare facilities, and physician to coordinate the care and treatment of patients.
- Answer phone calls relating to clinical issues.
- Administers p.o., i.m., s.q. topical meds as directed by healthcare provider

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE: Graduation from a standard high school or GED. Diploma or equivalent from a one-year college or technical school and currently licensed as a LPN in the State of Tennessee. Two years' experience as an LPN preferred. OR, must be a CMA, RMA or have a minimum of 3 years combined education through a certified patient care program and patient care experience.

LANGUAGE SKILLS: Ability to read, analyze, interpret, and comprehend instructions, (whether written or verbal), correspondence, documentation, professional journals, technical procedures, and government regulations. Ability to compose correspondence, documentation, reports, and procedures. Ability to effectively present information and respond to questions in one-on-one and small group situations, to third parties, physicians, and other employees of the organization, whether in person or on the telephone. Ability to respond to inquiries in a manner that the respondent can comprehend. Ability to respond effectively to the most sensitive inquiries, complaints, and situations.

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 instructions furnished in written, oral, or diagram form. Ability to interpret and solve problems involving several concrete variables in standardized situations. Ability to apply common sense, good judgment, and problem-solving skills in difficult situations.

OTHER SKILLS AND ABILITIES: Knowledge of the basic practices and principles of nursing. Knowledge of modern office practices, procedures, and equipment. Ability to exercise good judgment in evaluating situations and making decisions. Ability to establish and maintain an effective working relationship with faculty members, students, residents, staff, patients, and other third parties.

WORK ENVIRONMENT: The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job within a medical office. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. Exposure to communicable disease, blood, body fluids, hazardous chemicals, and sharp instruments. Exposure to injury from patients or equipment.

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 sit, use hands and fingers to feel objects; hear at normal ranges within the setting. The employee is occasionally required to bend, stoop, kneel, crouch, crawl, climb, and balance. The employee must occasionally lift, carry, and/or move more than 100 pounds.

Specific vision abilities required by this job include depth perception, close vision, peripheral vision, and the ability to adjust focus. Rapid mobility may also be required on occasions.

Stress level may be high due to frequently dealing with numerous patients, physicians, family members, and other healthcare providers. Demands concentration and the ability to work in emotionally charged situations.

DISCLAIMER: The above statements and performance expectations are intended to describe the general nature and level of work by individuals assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, skills, and abilities required by personnel so classified.

I have received information regarding Quillen ETSU Physicians Policies and Procedures and understand how to access them on-line.

I understand and agree that in the performance of my duties as an employee of Quillen ETSU Physicians, I must hold information of a confidential nature in the strictest of confidence. I must not use or disclose any Protected Health Information other than as permitted by HIPAA requirements. I understand that any violation of the HIPAA policies may result in disciplinary action, which may include termination.

Management has the right to revise this job description at any time. The job description is not a contract for employment, and either you or Quillen ETSU Physicians may terminate employment at any time, for any reason.

By signing below, I acknowledge that I have reviewed this job description and will comply to the best of my ability.

Employee Signature

Date

Supervisor's Signature

Date

Human Resources Director

Date