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| --- | --- | --- | --- |
| **Job title:** |       | **Job category:** | Clinical |
|  |  |  |  |
| **Department/group:** | Clinical | **Job code:** |       |
| **Location:** |       | **Travel required:** | No |
| **Level/salary range:** | [ ]  Entry [ ]  Managerial [ ]  C-Suite | **Position type:** |  [ ]  FT [ ]  PT [ ]  PRN |
| **HR contact:** | Practice manager | **Effective date:** |       |
| **Will train applicant(s):** | Yes | **Exempt/not exempt:** | Not exempt |
|  |  |  |  |

Applications accepted by:

E-mail: **[practice general inbox address]**

Subject line: **[Attention: Recruiting - Job Title]**

**Job description**

Under direct supervision of the physician(s) and the practice manager, [**ROLE NAME**] performs delegated clinical tasks of the physicians’ practice to promote efficient patient flow and assist the physicians or clinicians with patient care duties. Supports and adheres to the organizational code of ethics and business standards.

**ROLE & RESPONSIBILITIES**

**Practice Operations**

* Escorts patients to and from exam rooms, physician offices, treatment rooms, or imaging rooms.
* Obtains and records patient data before each physician visit, including but not limited to vital signs, medication lists, patient history, allergies, etc.
* Obtains a systemic history and accurately records history in the practice’s information system.
* As the physician requires, obtain all necessary patient records before the examination, treatment, or procedure.
* Prepares and stocks exam and treatment rooms and orders supplies as needed.
* Maintains all exam and treatment rooms in accordance with disinfection protocols.
* Responds to patient calls as requested and perform key administrative duties, such as typing, transmitting prescriptions, filing consents, etc.
* Alerts the physician of abnormal vitals or relevant clinical information obtained from the patient.
* Assists physician with exams and procedures as requested or delegated. Depending on practice-specific delegation protocols and state regulations, may perform independently or under supervision key procedures, such as **[list procedures]**.
* Performs or assists with **[procedures or other practice responsibilities]**.
* Assists with patient education, provides patient instruction, and helps obtain informed consent.
* Maintains medication and supplies inventory. Reconciles inventory logs with billing in conjunction with the practice manager.
* Assists with scheduling out-of-office procedures as needed.
* Assists with patient referral coordination. Obtains required prior authorization or insurance authorization or referrals for procedures, exams, medications, etc.
* Other duties as assigned.

**Medical Records**

* Manages patient records and information systems, guaranteeing medical records are stored properly.

**Quality Programs**

* Supports quality program initiatives across the practice operations.

**Disclaimer:** While the information and guidance provided in this document is believed to be current and accurate at the time of posting, it is not intended to be and should not be construed to be or relied upon as legal, financial, or consulting advice. Before use, each document should be tailored to the unique nature of your practice, including applicable state law. Consult with an attorney and other advisors. References and links to third parties do not constitute an endorsement or sponsorship by the AMA, and the AMA hereby disclaims all express and implied warranties of any kind in the information provided.



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**Professional Growth**

* Maintains professional and technical knowledge by attending educational workshops, reviewing professional publications, establishing personal networks, and participating in professional societies.

**General**

* Protects the organization by keeping information confidential.
* Accomplishes the mission of the organization and team by completing related results as needed.
* Complies with federal, state, and local legal requirements by studying requirements, enforcing adherence to requirements, filing reports, and advising management on needed actions.

**QUALIFICATIONS AND REQUIRED SKILLS**

* High school diploma/GED required.
* Previous one to three years experience **[with relevant specialty]**.
* Experience with [**EHR NAME**] is a plus.
* Proficiency in the following areas:
	+ Basic computer skills include sending emails, typing, and data entry.
	+ MS Office suite; electronic health records.
	+ Reporting, financial and analytical capabilities.
	+ Collaboration.
	+ Decision-making and problem-solving.
	+ Organizational, process, and people-management skills.
	+ Customer service, communication, and negotiation skills.
* A high degree of accuracy and attention to detail, thoroughness, and organization.

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| --- | --- | --- | --- |
| **Reviewed By:** |  | **Date:** |  |
| **Approved By:** |  | **Date:** |  |
| **Last Updated By:** |  | **Date/Time:** |  |

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