

<b>REPORTS TO:</b>	Clinic Manager
<b>REVISED:</b>	06/2025
	See current organizational chart for oversight/administrative support information

**PRIMARY FUNCTION:**

Responsible for *Advancing Exceptional Care* by prioritizing Safety and Quality in every aspect of patient care. This role is committed to fulfilling essential duties that enhance patient outcomes, operational efficiency, and overall healthcare standards, ensuring all actions align with the philosophy, goals, and objectives of **Clarinda Regional Health Center (CRHC)**. By maintaining the highest level of care, this position supports CRHC’s dedication to fostering a safe, compassionate, and high-quality healthcare environment for our patients and community.

**QUALIFICATIONS:**

**Education and/or Experience**

- One-year prior experience in healthcare preferred.

**Certificates, Licensure, Registrations**

- For job-specific certifications refer to the [Education Certification Requirements by Job Category: Clinic Staff](#)

**WORK SCHEDULE & SHIFT REQUIREMENTS:**

The facility operates 24/7; however, work schedules may vary based on departmental needs to ensure the highest standard of patient care and operational efficiency. Flexibility will be expected.

- Position is classified as non-exempt and eligible for overtime in accordance with labor laws.

**PHYSICAL REQUIREMENTS & WORKING CONDITIONS:**

This position involves a combination of physical activities necessary to perform essential job functions effectively. The employee should be able to:

- **Sit, stand, and walk** for varying lengths of time throughout the workday.
- **Lift, push, pull, or carry** light to moderate loads, with assistance available for heavier items.
- **Use fine motor skills**, including grasping, reaching, and handling equipment or materials as needed.
- **Perform routine movements**, such as typing, writing, or handling supplies.
- **Bend, stoop, kneel, or crouch** occasionally for job-related tasks.
- **See and hear** well enough to read documents, operate equipment, and communicate effectively.
- **Work in a dynamic environment**, adapting to occasional changes in pace or setting.

Reasonable accommodations will be considered to support individuals in performing essential job functions.

### **ESSENTIAL JOB DUTIES & RESPONSIBILITIES**

At CRHC, our core values—**Compassion, Advancing, Relationships, and Exceptional**—are at the heart of everything we do. These values drive our commitment to **Advancing Exceptional Care**, ensuring that we provide the highest quality care to our patients while supporting and empowering our team members. We believe in creating a compassionate environment where relationships are nurtured, collaboration is encouraged, and excellence is expected.

As a member of our team, you will embody these values in your daily work by:

- **Compassion:** Demonstrating empathy and kindness in every interaction, recognizing the unique needs of our patients and colleagues.
- **Advancing:** Embracing innovation, continuous learning, and striving for improvement in all aspects of patient care and team collaboration.
- **Relationships:** Building trust through open communication and teamwork, fostering a supportive atmosphere that prioritizes respect and understanding.
- **Exceptional:** Holding yourself to the highest standards, delivering superior care, and contributing to a culture of excellence that impacts both patients and colleagues.

### **Essential Job Duties and Responsibilities**

#### **1. Prep patient chart for visit**

- Verify pre visit labs have been completed
- Ensure preventatives are up to date, inform provider of needs
- If patient is here for an pre-op H&P verify all surgical information is available to provider.

#### **2. Performs admission activities for each patient prior to being seen by the provider as delegated by and under the supervision of a nurse.**

- Performs admission intake, including chief complaint, complete set of vitals, present and past medical history.
- Document allergies and type of reaction.
- Maintain patient flow from waiting area to exam rooms and keeps patients informed of unexpected waits.

#### **3. Assists provider. This includes, but not limited to:**

- Collects and prepares specimens for lab tests.
- Assist with instruments and supplies for procedures.
- Preps patients for procedures.
- Prepares patient information for clinic chart.
- Perform EKG's
- Order Entry

- 4. Completes visit documentation during patient encounter**
  - A Scribe is responsible for listening, observing, and accurately documenting real-time interactions between healthcare provider and patient.
  - Complete appropriate exam note, including history of present illness, review of systems, physical exam and plan.
  - Update Problem List
  - Update Past Medical, Family and Social History
- 5. Performs emergency treatment as required in accordance with scope of practice.**
  - Assists in patient care in an effective and responsive manner as each situation requires.
- 6. Demonstrates professional behaviors to patients, providers, and other staff members.**
  - Demonstrates ability to remain calm in emergent and stressful situations.
  - Works well as a team member, builds, and maintains a climate of trust.
  - Willingly accepts responsibilities and cooperates with implementation of change.
  - Adapts to change and workload and is flexible changing assignments as needed.
  - Enhances professional growth and development through participation in educational programs, and current literature.
- 7. Promotes and ensures patient safety in all aspects of responsibilities**
  - Implements infectious disease controls as appropriate including isolation procedures, proper use of hand washing and gloves.
  - Follow proper procedures for disposal of sharps and hazardous materials.
  - Utilizes proper body mechanics, transfer/lifting techniques and appropriate equipment to minimize fall risk to patient and injury to self.
  - Informs and involves nursing regarding patient care issues in a timely and appropriate manner.
  - Demonstrates self-accountability for professional behaviors.
  - Follows emergency policies, procedures, and protocols in an effective manner.
- 8. Communicates Effectively.**
  - Communicates and collaborates effectively with other health team members regarding patient situations, satisfaction needs, and recommendations for meeting identified outcomes.
- 9. Participates in CRHC'S Quality program, committees, performance and quality improvement initiatives, and activities which support the facility and department operations.**
  - Demonstrates a commitment to the practices of Quality Improvement (QI).
  - Regularly attends Department huddles.
  - Completes tasks as outlined on Department Huddle Board or Huddle Correspondence
  - Seeks out and participates in committees and task forces as needed and appropriate
- 10. Performs other duties as assigned.**

**Quality Program Participation**

- Actively participates in CRHC's Quality Program, committees, performance improvement initiatives, and operational support activities.
- Demonstrates a commitment to Quality Improvement (QI) practices.
- Regularly attends Department huddles.
- Completes tasks as outlined on the Department Huddle Board.

**Other Responsibilities**

- Performs additional duties as assigned to support the strategic initiatives of CRHC.

**ESSENTIAL FUNCTION FORM**

In compliance with the Americans with Disabilities Act, we are requesting that you read the job description and answer the following question. If you would like assistance with this process, please ask Human Resources.

**Can you perform the essential functions of the position with or without reasonable accommodations?**

**YES**

**NO**

Name (please print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_