

Southwestern Wisconsin Community Action Program, Inc.
Job Description

Job Title: Clinic Assistant 1 - NHP

Exempt (Y/N): No

Salary Level: 3

Location: Clinic

Department: NHP

Supervisor: NHP Director

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Date: 12/4/2018

Approved By: Walter Orzechowski *WAO*

Date: 12/7/2018

SUMMARY: Provides information and education on Reproductive health issues to NHP clients. Assist in providing clinic services. Keep supply inventory as appropriate. Assists in the provision of clinic services

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

Assist with clinic reception as needed, including data entry to include:

Receptionist duties as listed; greet clients, assist with completing appropriate forms, determine client fee level, schedule appointments, answer phones and take messages, route incoming calls to appropriate staff, check message center, change message center greetings, maintain and update client database.

Enroll clients, complete forms, including medical histories, provide program information answer questions and address client concerns. Determine eligibility on the Forward Health Portal.

Determine client fee levels, collect fees, maintain accurate client account records, send monthly statements in the absence of the Program Operation Specialist complete computerized data and account information.

Perform clinic intake and exit functions as assigned including front desk reception as needed.

Provide client education on reproductive anatomy, all methods of contraception and the physical exam procedure.

Distribute prescription and non-prescription supplies to clients as directed by the provider.

Perform contraceptive follow up including blood pressure, weight and checklist.

Maintain venipuncture skills and prepare lab specimens for mailing as needed.

Assist with special clinic procedures and research projects.

Assist with the follow-up of clients with negative repeat lab results.

Clean clinic rooms and lab area and cleaning and sterilizing equipment.
Prepare biohazard waste for monthly pickup.

Order and check in clinic supplies and keep an inventory of clinic supplies.

Do quality control checks according to CLIA guidelines and maintain the MSDS master list of chemicals.

Maintain lab log and posting results in client medical record.

Have knowledge of ICD-9 and CPT coding and assist with insurance billing and coding and inputting insurance remittances into Lytec.

Order educational supplies and resource information as requested by the Nurse, Provider(s) and Program Director.

Assist other staff in the development, review and maintenance of procedure manuals and quality assurance.

Keep abreast of professional developments and knowledge in the reproductive health field.

Attend conferences relevant to job responsibilities.

Actively participate in staff meetings and participate on committees as needed.

Assist with preparing clinic data reports for program director and assist with Data entry into the State wide system as needed.

SUPERVISORY RESPONSIBILITIES: Minimal

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 essential functions.

EDUCATION and/or EXPERIENCE:

Medical Assistance Certification or LPN licensure in the state of Wisconsin and one year of related experience.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak before groups.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio and percent and to interpret graphs and charts.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral and diagram form. Ability to deal with problems involving several concrete variables in standardized situations. Ability to solve practical problems.

CERTIFICATES, LICENSES AND REGISTRATIONS:

Medical Assistance Certificate or LPN licensure in the state of Wisconsin.

Driver's license

OTHER SKILLS AND ABILITIES:

Ability to work and communicate with persons of diverse education, income, culture, and age levels.

Ability to maintain confidentiality.

Knowledge of reproductive health.

Elementary laboratory skills with venipuncture.

Dependable car, car insurance and drivers license.

Working telephone in residence.

Commitment to NHP goals.

CPR certification as required.

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 essential functions.

While performing the duties of this job, the employee is regularly required to use hands, fingers, handle, or feel objects, tools or controls and talk and hear and taste or smell. The employee is frequently required to sit and reach with hands and arms. The employee is occasionally required to stand, walk, climb, or balance and stoop, kneel, or crouch.

The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, and the ability to adjust focus.

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

While performing the duties of this job, the employee occasionally works in outside conditions and is occasionally exposed to fumes or airborne particles and toxic or caustic chemicals.

The noise level in the work environment is usually moderate.

This position will float between all NHP Clinic locations and require travel.