

REPORTS TO:	CDI – UC LEAD
REVISED:	9/2021
	See current organizational chart for oversight/administrative support information

PRIMARY FUNCTION:

Provides indirect patient care through coordination of unit communications, performance of clerical and reception duties, requisitioning of supplies, equipment, and services as directed. Accurately schedules patient appointments and performance of tasks as directed by unit personnel. Responsible for **ADVANCING EXCEPTIONAL CARE** through the participation in performance improvement activities, maintains regulatory agency requirements, nursing and hospital policies, procedures, and standards.

QUALIFICATIONS:

Education and/or Experience

- One (1) year experience in customer service preferred.
- Basic computer knowledge; Good understanding of Medical Terminology desired
- Ability to read and communicate effectively in English

Certificates, Licensure, Registrations

- Current Certification as a Nursing Assistant in State of Iowa (preferred)
- If CNA, Basic Life Support (BLS) (or willing to obtain within CRHC policy).
- Mandatory Reporter of Iowa Certificates (Dependent Adult and Child Abuse) (or willing to obtain within CRHC policy).

Essential Job Duties and Responsibilities	
1.	<p>Effectively communicates with all members of the healthcare team (internal and external)</p> <ul style="list-style-type: none"> • Communicates pertinent patient condition, changes to co-workers and to multi-disciplinary caregivers. • Utilizes SBAR format when communicating to other healthcare workers. • Communications openly, honestly, respectfully, and directly with all customers. • Proactively communicates safety concerns to leaders. • Receives and directs patients and visitors to the appropriate areas or departments/facility personnel. • Answers the phone in a prompt yet courteous manner. • Directs calls and takes messages when appropriate. • Gives the best possible first impression by greeting all patients, visitors, guests, and employees with a warm and friendly welcome, whether on the phone or in person.

Essential Job Duties and Responsibilities	
	<ul style="list-style-type: none"> • Returns phone calls promptly when necessary.
2.	<p>Documents patient information in the electronic/paper medical record in an accurate and timely manner.</p> <ul style="list-style-type: none"> • Transcribes and/or completes necessary forms, requisitions, and communication of orders. • Completes necessary paperwork to facilitate billing and charging. • Maintains active logon/passwords for computer software system that support patient care and education. • Registers patients, verifying patient demographic information and obtaining copies of insurance cards and driver's license as indicated.
3.	<p>Maintains department supply process.</p> <ul style="list-style-type: none"> • Monitors department supplies and notifies supervisor of ordering needs. • Restocks unit supplies, charts, forms, etc. with orders received.
4.	<p>Promotes and ensures patient and employee safety in performance of all responsibilities</p> <ul style="list-style-type: none"> • Demonstrates proficient technical and clinical skills within scope of practice and operational knowledge of equipment on unit. • Works within scope of practice. • Performs skills and duties assigned competently. • Utilizes proper body mechanics, transfer/lifting techniques, and appropriate equipment to minimize fall risk to patient and injury to self. • Proactively identifies safety concerns surrounding work environment. • Supports and abides by all CRHC departmental and safety policies and procedures.
5.	<p>Participates in CRHC'S Quality program, committees, performance and quality improvement initiatives, and activities which support the facility and department operations.</p> <ul style="list-style-type: none"> • Demonstrates a commitment to the practices of Quality Improvement (QI). • Regularly attends Department huddles • Completes tasks as outlined on Department Huddle Board
6.	<ul style="list-style-type: none"> • Performs other responsibilities as requested by nurse leadership, and/or supervisors.

ESSENTIAL Work Environment & Physical Requirements:

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 the essential functions.

Physical Activity	Not Applicable	Occasionally (0-35% of day)	Frequent (36-66% of day)	Continuous (67-100% of day)
Sitting				X
Standing		X		
Walking		X		
Climbing	X			
Driving	X			
Lifting (floor to waist level)		40 LBS	25 LBS	5LBS
Lifting (waist level and above)		40 LBS	25 LBS	5 LBS
Lifting (shoulder level and above)		40 LBS	25 LBS	5 LBS
Carrying objects			X	
Push/pull		50 LBS	30 LBS	10 LBS
Twisting		X		
Bending		X		
Reaching forward			X	
Reaching overhead		X		
Squat/kneel/crawl		X		
Wrist position deviation				X
Pinching/fine motor activities				X
Keyboard use/repetitive motion				X

Sensory Requirements	Not Applicable	Accurate 20/40	Very Accurate 20/20
Near Vision		X	
Far Vision		X	
Color Discrimination			X
Depth Perception		X	
Hearing		X	

Environment Requirements <i>Occupational Exposure Risk Potential</i>	Not Anticipated	Reasonably Anticipated
Bloodborne Pathogens		X
Chemical		X
Airborne Communicable Disease		X
Extreme Temperatures	X	
Radiation	X	
Uneven Surfaces or Elevations	X	
Extreme Noise Levels	X	X
Dust/Particulate Matter		X
Other (List)		

Shift Requirements	8 hrs/day	10 hrs/day	12 hrs/day	Other (varied)
Usual workday hours			X	
Regular, punctual attendance for assigned shifts			X	
Available to work overtime			X	

APPLICANT ESSENTIAL FUNCTION FORM

Name (please print): _____

Position Applied For: _____ Date: _____

In compliance with the Americans with Disabilities Act, we are requesting that you read the job description for which you are applying 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

Signature: _____