



Patient Care Assistant

Clinical · Prescott, Arizona

POSITION DESCRIPTION: PATIENT CARE ASSISTANT

Position Summary:

The Patient Care Assistant engages in client-centered services such as care plan coordination, treatment adherence, medical history taking, patient care and rooming for practitioner appointments, supporting linkage to medical services and referral follow ups and coordinating the Quality Management and vaccination programs. The Patient Care Assistant interacts with members of an interdisciplinary team of non-medical and medical personnel in a clinic setting.

As with all positions at Northland Cares, the Patient Care Assistant supports the values and mission of Northland Cares by demonstrating personal responsibility, respect for self and others, innovation through teamwork, dedication to caring, and excellence in customer service.

Minimum Qualifications:

- Two years applicable work experience in a medical setting
- Effective verbal (phone, in-person) and written communication skills
- Effective planning and organizational skills
- Proven computer/technical literacy including general Microsoft Office, Practice Fusion or other EMR program software
- Demonstrated diversity sensitivity
- Demonstrated ability to maintain confidentiality
- Current healthcare professional level CPR certification issued by American Heart Association, American Red Cross, American Safety Health Institute
- Commitment to learning and working with patients living with HIV/AIDS

Preferred Qualifications:

- Familiarity with HIV/AIDS services and Ryan White / HOPWA programs
- Bachelor's degree in public health, Social Work or related field
- Experience with Microsoft Excel and CAREWare
- Bilingual English/Spanish
- Medical Assistant training or certification helpful, but not required

Supervisory Reporting Structure

The Patient Care Assistant reports to the Clinic Manager for daily responsibilities and works under the direction of the medical practitioners for patient care and quality management.

SCOPE OF WORK

- Coordinates continuous Quality Management data collection, monitoring, and reporting, including entries to the Ryan White CAREWARE system.
- Coordinates vaccination clinics, entries to ASIIS, and communication with county vaccination personnel.
- Facilitates clinical follow-up and referrals as directed by providers.
- Responsible for rooming patients and obtaining and recording vital signs (temperature, pulse, respiration and blood pressure), weight and height
- Responsible for cleaning exam rooms, monitoring and ordering clinical supplies

- Demonstrates the knowledge and expertise necessary to uphold standards of decontamination and sterilization of equipment and exam rooms
- Prepares and provides patient medical documentation in compliance with all federal, state, and clinic policies and procedures.
- Staffs off-site clinic locations with travel to Cottonwood as needed.
- Remains informed of patient status changes through communication with providers, clinical staff, outside laboratories, and case managers.
- Ensures all staff members are kept current on patient status for all other services and office workflow.
- Interacts with patients, potential patients and their families to advise of services offered by Northland Cares.
- Contributes to team effort through task accomplishment, facilitation of communication with all clinic employees, and proactively advising supervisor of activities and needs.
- Maintains security and confidentiality of client information.
- Documents actions in all required program databases and maintains confidential patient information, ensuring accuracy, completeness and timely recording.
- Participates in regular meetings including Case Management, Chart Review, Program Management, Case Management, and Staff.
- Assists with answering phones and greeting patients and visitors.
- Cross-trains with other staff as determined by supervisor.
- Other duties as identified by Medical Director or Clinic Manager.

PHYSICAL REQUIREMENTS

- Sitting, standing, and walking throughout the day for short to medium periods of time.
- Occasional lifting of 20-50 pounds..