



Clinical/Phone Ambassador JOB DESCRIPTION

Position Title:	Clinical Ambassador	Exemption Status:	Non-Exempt
Job Classification:	Patient Care Ambassador	Job Code:	
Department:	Clinic		
Reports to:	Clinical Care Manager		
Last Update:	May 18, 2017		

Job Summary

Provide direct and indirect patient care services that meet the psychosocial, physical and general aspects of care; meets the communication needs of patient and family; provide care that reflects initiative and responsibility indicative of professional expectations, under the supervision of a Registered Nurse. Maintain regulatory agency requirements, nursing and hospital policies, procedures and standards. Answer phone calls incoming to the clinic by patients and send each provider/MA/Nurse messages via Allscripts about patients' needs or concerns. To return calls to patients with the answer to concerns/questions/request per direction for provider. Communicate with physicians and team members about changes in patient's clinical condition, including results of diagnostic studies and symptomatology. Must be able to respond quickly and accurately to changes in condition or response to treatment and able to perform general medical assistant duties in all departments with adequate supervision. To provide safe, courteous and competent patient care.

Essential Functions

- Promote the mission, vision, and values of the organization
- Demonstrate knowledge of medications and their correct administration based on age of the patient and patient's clinical condition with in scope of practice.
- Perform patient care responsibilities considering needs specific to the standard of care for patient's age.
- Demonstrate ability, under direct supervision of an RN, to perform a head-to-toe assessment on all patients and reassessments as per policy including pediatric, geriatric and the general patient population.
- Demonstrate ability to revise plan of care as indicated by the patient's response to treatment and evaluate overall plan daily for effectiveness.
- Formulate a teaching plan based on identified patient learning needs and evaluates effectiveness of learning; family is included in teaching as appropriate.
- Assess and reassesses pain management techniques utilized. Educates the patient and family regarding pain management.
- Demonstrate ability to perform treatments and provide services to level of licensure/scope of practice.
- Communicate appropriately and clearly to team leader, co-workers and physicians.
- Consult other departments, as appropriate, to provide for an interdisciplinary approach to the patient's needs.
- Provide care appropriate to condition and age of the patient, including pediatric, geriatric and general population.
- Demonstrate an ability to assist physicians with procedures and performs services requiring technical and manual skills under the direction of an RN.
- Demonstrate an ability to be flexible, organized and function under stressful situations.

- Treat patients and their families with respect and dignity
- Ensure patient confidentiality.
- Identify and addresses psychosocial, cultural, ethnic and religious/spiritual needs of patient and family.
- Interact professionally with patient/family and involves patient/family in the formation of the plan of care.
- Maintain a good working relationship both within the department and with other departments.
- Meet current documentation standards and policies with in electronic medical record.
- Manage and operates equipment safely and correctly.
- Coordinate and supervise patient care under the direct supervision of a Registered Nurse.
- Medical and surgical asepsis is carried out during treatments and special procedures.
- Response to the patient is appropriate in emergency or physically distressful situation

Specific Job Duties

- See Orientation check off list.

Non-Essential Functions

- Answer incoming calls from patient population as permitted.
- Check all messages daily.
- Send patient messages to Providers or MA's with patient information through Allscripts.
- Communicate any information obtained from Provider or patient.
- Return messages on a daily basis.
- Assist with A-1 administrations as needed.
- Assist Provider with patient care.
- Perform other duties as assigned.

Professional Requirements

- Adhere to dress code, appearance is neat and clean.
- Complete annual education requirements.
- Maintain patient confidentiality at all times.
- Report to work on time and as scheduled.
- Wear identification while on duty.
- Maintain regulatory requirements, including all state, federal and local regulations.
- Represent the organization in a positive and professional manner at all times.
- Comply with all organizational policies and standards regarding ethical business practices.
- Communicate the mission, ethics and goals of the organization.
- Participate in performance improvement and continuous quality improvement activities.
- Attend regular staff meetings and in-services.

Qualifications

- High school graduate or equivalent
- Current Basic Life Support (BLS) certification or must be obtained within thirty (30) days of hire
- Medical terminology preferred
- Experience in medical field preferred

Knowledge, Skills, and Abilities

- Knowledge of medical assisting duties
- Strong organizational and interpersonal skills
- Ability to determine appropriate course of action in more complex situations
- Ability to work independently, exercise creativity, be attentive to detail, and maintain a positive attitude
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work
- Ability to maintain confidentiality of all medical, financial, and legal information
- Ability to complete work assignments accurately and in a timely manner
- Ability to communicate effectively, both orally and in writing/electronically
- Ability to handle difficult situations involving patients, physicians, or others in a professional manner

Physical Requirements and Environmental Conditions

- Working irregular hours
- Physically demanding, high-stress environment
- Exposure to blood and body fluids, communicable diseases, chemicals, radiation, and repetitive motions

- Pushing and pulling heavy objects
- Full range of body motion including handling and lifting patients .
- Position requires reaching, bending, stooping, and handling objects with hands and/or fingers, talking and/or hearing, and seeing.

General Sign-off

The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.

I have read, understood and had the opportunity to ask questions regarding this position description.

Employee's Signature

Date