Job Description

Job Title: Physician Assistant/ Nurse Practitioner
Status: Exempt
Reports To: Owner and Supervising Physician
Revision Date: 01/01/2022

PRIMARY PURPOSE AND FUNCTION

The Physician Assistant or Nurse Practitioner delivers and maintains optimum patient care by providing medical services under the supervision of a physician in both an Urgent Care and Primary Care setting. This position requires the ability to work well with all types of patients from pediatrics to geriatrics. This position requires effective communication skills and the ability to work calmly under stressful conditions within time constraints.

Temperament: This position requires a person with a positive attitude, who is pleasant and cooperative, displaying a professional demeanor with patients, families, physicians and fellow employees.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

Clinical Patient Care Duties:

- Contributes to physician's effectiveness by identifying short-term and long-range patient care issues that must be addressed; providing information and commentary pertinent to deliberations; recommending options and courses of action; implementing physician directives.
- Assesses patient health by interviewing patients; performing physical examinations; obtaining, updating, and studying medical histories. Effectively communicates, obtains and interprets information in a manner appropriate to the age and developmental level of the patient.
- Determines abnormal conditions by administering or ordering diagnostic tests, such as x-rays, electrocardiograms, and laboratory studies; interpreting test results.
- Documents patient care services by charting in patient and department records. Ensures patient documents are complete in a timely manner and meets coding guidelines and recommendations.
- Performs therapeutic procedures by administering injections and immunizations; suturing; managing wounds and infections.
- Instructs and counsels patients by describing therapeutic regimens; giving normal growth and development information; discussing family planning; providing counseling on emotional problems of daily living; promoting wellness and health maintenance.
- Provides continuity of care by developing and implementing patient management plans.
- Maintains safe and clean working environment by complying with procedures, rules, and regulations.
- Protects patients and employees by adhering to infection-control policies and protocols.
- Complies with federal, state, and local legal and professional requirements by studying existing and new legislation; anticipating future legislation; enforcing adherence to requirements; advising management on needed actions.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies.
- Develops health care team staff by providing information, educational opportunities, and experiential growth opportunities.
- Contributes to team effort by accomplishing related results as needed.
- Protects patients' rights by maintaining confidentiality of personal and financial information and communicates with patient, patient family and outside customers in accordance with HIPAA policies and regulations.
- Demonstrates effort to improve patient satisfaction scores to clinic standards as noted by specific acts, conversations, and/or feedback.
- Trains new staff members on correct technique and observation of office policies and procedures as requested.
- Supports initiatives related to the Patient Centered Medical Home.
General Duties:

- Welcomes patients and visitors by greeting patients and visitors, in person or on the telephone; answering or referring inquiries.
- Optimizes patients’ satisfaction, provider time, and treatment room utilization
- Comforts patients by anticipating patients’ anxieties; answering patients' questions
- Helps patients in distress by responding to emergencies.
- Maintains operations by following policies and procedures; reporting needed changes.
- Completes work assignments when requested and with enthusiasm.
- Contributes to team effort by accomplishing related results as needed.
- Participates in staff meetings and quality improvement activities as requested.
- Performs all other reasonably related job duties as assigned by practice manager or owner.

KNOWLEDGE AND SKILL

Multi-tasking, Flexibility, Telephone Skills, Customer Service, Time Management, Organization, Attention to Detail, Scheduling, Word Processing, Professionalism, Quality Focus

Minimum 1-year experience in an urgent care, emergency department or primary care setting. Health Promotion and Maintenance, Thoroughness, Clinical Skills, Informing Others, Medical Teamwork, Physiological Knowledge, Bedside Manner, Infection Control, Administering Medication, Pain Management, Self-Development, Professionalism, Quality Focus

COMPANY POLICY/PROCEDURE COMPLIANCE

- Follow all company policies and procedures as well as all local, state and federal laws
- Participate in quality improvement as needed/required
- HFM does not tolerate sexually or other unlawfully discriminatory actions, gestures, harassment, or statements. Any of these behaviors are subject to personnel action up to and including immediate termination and are to be reporting to Executive Leadership immediately.
- Maintain strict confidentiality of patient records (according to HIPAA laws) and of company records and data
- Maintain a professional image at all times