



**MISSION**

*Delivering patient centered, accessible, quality-driven, medical, dental, and behavioral healthcare, to all generations to strengthen the health status in the communities we serve, regardless of the ability to pay.*

**JOB DESCRIPTION**

**POSITION:**

**Certified Nursing Assistant**

Reports to:

Nursing Manager

Revised:

August 2021

Department:

Clinical

FLSA:

Non- Exempt

**Position Summary:** This position is responsible for the overall flow of patient care; assist medical provider with patient care, scheduling, examinations, and performing miscellaneous reception and office duties in connection with referrals, appointments, ordering supplies, etc.

**Supervision Exercised:** None

**Position Responsibilities:**

- Patient Care.
  1. Patients are greeted and escorted to the examining room in a timely manner to accomplish good patient flow
  2. History and chief complaint are obtained and accurately recorded on the patient chart
  3. Vital signs, test forms are properly obtained and recorded on patient chart
  4. Medication reconciliation is completed with each visit
  5. Will assist physician with technical medical treatment/Rx such as minor surgery, casts, etc. Will have proper supplies and equipment prepared for procedure and assist until completion
  6. Will carry out orders regarding delegated diagnostic treatment, follow-up care and patient education
  7. Charge sheet is accurately completed before patient leaves clinic
  8. Terminates patient care in a friendly and professional manner while escorting patient to front desk
- Patient Scheduling and Patient Correspondence
  1. Returns patient calls per provider request with and with provider’s direction
  2. Consulting physician appointment are coordinated and properly scheduled
- Supply and Maintenance
  1. Maintains medical supplies in each exam room
  2. Reports equipment repair needs as required to clinic officer
  3. Sterilizing equipment as needed.
- Miscellaneous Duties
  1. Demonstrate respect and understanding of confidentiality for patients, staff and others according to facility policy. Responsible for disclosure of health information as requested from various sources in accordance with the established HIPAA policies
  2. Maintain knowledge of computer operating systems
  3. Assist with reports to maintain federal funding as requested
  4. Participate in staff meetings, assigned committees, community events and other meetings as instructed or deemed necessary. Demonstration of being a team player in preventative care, quality assurance and quality improvement processes. Works collaboratively with all other staff.
  5. Actively strives to educate the community on the mission and values of NHC in a positive approach to assist in the growth of the organization and assist our community in its healthcare needs

**Position Requirements:**

1. Skill in providing excellent customer service and support; organizing and prioritizing workload and meeting deadlines; and excellent written and verbal communication.
2. Ability to interact effectively and professionally with persons from diverse cultural, socioeconomic, education, racial, ethnic and professional backgrounds.
3. Ability to work effectively with managers, co-workers, members of the public and professional groups.
4. Ability to communicate effectively, clearly, concisely with others (internal and external customers, both verbally and in writing), consistently demonstrate positive/proactive customer service attitude. Consistently maintains ethical behaviors exemplary of quality public service and fair standards, inclusively, among all employees and members of the public.
5. Ability to work as an effective team member; function independently, exercise sound judgment and initiative; be flexible to shift priorities; maintain confidentiality; establish and maintain effective interpersonal work relationships, effectively assist providers; work toward goals and objectives of draft priorities.
6. Ability to follow NHC Clinic practice guidelines – including adhering to the NHC immunization policy and the NHC Mission and Vision and NHC Corporate Compliance Policy.
7. Ability to receive constructive feedback including evaluation of provider's productivity and practice attributes.
8. Will participate in all Patient Centered Medical Home (PCMH) recognition and transformation activities.
9. May be asked to perform other duties that align with NHC's mission, including but not limited to participation on clinical committees, providing education, Quality Review and/or other activities.

**Minimum Requirements:**

1. Ability to perform each position responsibility satisfactorily with or without reasonable accommodation. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the position.
2. Ability to understand that safety is a condition of employment. Unsafe acts or conditions will be reported to the supervisor or Site Coordinator.
3. Must be computer literate with ability to enter information in the NHC EHS system and compile reports or data as requested.
4. Must be able to read, write and speak English.

**Education and/or Experience:**

- Medical Clinic experience preferred

**License and / or Certification:**

- Current CNA Certification
- Current CPR certification required
- Valid North Dakota Driver's License
- Current Immunization Records
- Current PPD / if not current, NHC will provide testing
- Must be able to meet and maintain current NHC credentialing and privileging requirements

**Special Requirements:**

- Must be willing to travel between NHC health centers. Must be willing to work evening hours and weekends if necessary.

**Appearance Standards:** This position shall follow the appearance standards as outlined in the NHC Personnel Appearance Policy.

While performing the duties of this position, the employee is exposed to weather conditions prevalent at the time. The employee may experience exposure to dust, pollens, pollutants, fumes, and communicable diseases as related to the health care environment. The noise level in the work environment is usually moderate.

**Physical Requirements:**

NHC CLINICAL STAFF				
	Not Applicable	Occasionally	Frequently	Constantly
Stand			X	
Vision – near			X	
Vision – w assistance			X	
Walk			X	
Sit			X	
Reach outward		X		
Reach above shoulder		X		
Climb	X			
Crawl	X			
Squat/kneel		X		
Bend		X		
Lift/Carry				
10lbs or less			X	
11-20 lbs		X		
21-50 lbs		X		
51-100 lbs	X			
Over 100 lbs	X			
Push/Pull				
12 lbs or less		X		
13-25 lbs		X		
26-40 lbs	X			
41-100 lbs	X			
Not Applicable	Activity does not apply to this position			
Occasionally	Position requires this activity up to 33% of the time (0-2.5 hours per day)			
Frequently	Position requires this activity from 33%-66% of the time (2.5-5.5 hours per day)			
Constantly	Position requires this activity more than 66% of the time (5.5 hours + per day)			

**Travel:**  is not required      It is anticipated that travel will be:  5% - 10%       50% - 75%  
 10% - 25%       75% - 90%

The specific statements shown in each section of this Job Description are not intended to be all-inclusive. They represent typical elements and criteria considered necessary to perform the job successfully. The job’s responsibilities/tasks may be modified and/or expanded over time. Northland CHC will inform the employee when changes in the respective job description are made.

I have read and understand the duties / physical requirements indicated in this job description and acknowledge that I am able to perform these duties with or without reasonable accommodation. I understand that failure to adhere to these responsibilities could be grounds for disciplinary action up to and including termination of employment.

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Print Name
Signature
Date