Title: Health Care Assistant I

Division: Operations

Department: Patient Services

Reports to: Health Center Manager

FLSA Status: Non-Exempt

Position Summary: Serves as a fundamental member of the health center operations and clinical support team. Successfully completes assigned support tasks under supervision of center management and licensed clinical staff. Provides essential assistance to maximize center flow, patient satisfaction, safety of PPHP's services, and internal customer service.

Essential Functions:

Administrative:
Assist with front desk office functions including recepting and registering patients, photocopying, faxing, phone call and mail handling, scanning and all other assigned administrative support tasks.

- Handle all front desk functions as assigned including patient reception, check-in/ check-out, observation and maintenance of the waiting room, and observe and report back to center management to assist with patient flow and customer service.
- Receive and make phone calls, handle mail and deliveries to the center as assigned; assures supplies are received and unpacked according to procedures.
- Demonstrate proficiency in the electronic health record and practice management system.
- Explains and offers available entitlement programs to patients and assists in enrolling them.
- Assemble any necessary paperwork (such as instructional packets) and any fundamental chart information for clinical staff.
- Handle lab results under supervision, including calling patients with results and scheduling any required returns to medical center visits.
- Maintain electronic and medical chart functions as assigned including filing, scanning, purging, archiving.
- Maintain knowledge of and comply with agency security procedures and protocols.
- Demonstrate flexibility and teamwork; understand the interaction between this position and others with whom the position works directly and indirectly.
- Participate in all center efforts to meet, adhere to and manage center fiscal goals relative to revenue and expenses.
- Perform other duties as assigned.

Clinical:
Under supervision and direction of licensed staff and as per need of assigned center:

- Complete support functions for patient assessment including laboratory services and testing, vital signs assessment, readying patient for exam and treatment, setting up of trays, etc.
- Educates patients for both medication and surgical abortion.
• Draws blood and handles specimens correctly (i.e. correct vials, universal precautions) and complete appropriate laboratory requisitions.
• Provides urine pregnancy testing, HIV testing and any other PPHP approved laboratory testing and completes any appropriate laboratory requisitions.
• Obtains and records patient vital signs.
• Provides accurate and complete information/education to clients concerning the risks and benefits of family planning methods, basic reproductive and family planning services offered by PPHP, and the availability of related services within PPHP.
• Conducts interviews with patients and assist them in understanding and completing medical histories, consent forms, and other information related to their visit. Provides contraceptive supplies, information and instructions for their use, as appropriate and delegated by the Senior Clinician/Clinician.
• Assists in the clerical and informational tasks related to proper follow-up of patients according to the protocols and procedures of PPHP.
• Performs options counseling.
• Cleans, prepares and stocks exam rooms, sterilizes instruments according to OSHA and PPFA standards.
• Ensures, through a professional, open, and courteous manner, that each patient receives the care and information he or she needs.
• Assists in the referral of patients to other services provided by PPHP or other agencies in the community, as indicated.
• Assists in the maintenance of an efficient, clean and comfortable Center facility.
• Takes personal responsibility to remain informed about family planning methods, abortion and other services offered by PPHP; PPHP protocols, policies and procedures; and to request training and continuing education as needed.
• Participates, as assigned, in routine Center chart audits and quality assurance procedures.
• Provides support and direction to Center volunteers as needed and directed by the Health Center Manager.
• Perform other duties as assigned.

Non-Essential Functions:
• Participates in Inventory Management of the center under the direction of the Health Center Manager.
• Attends center and agency meetings and trainings as appropriate.
• Performs bank deposits in absence of supervisor as assigned.
• Assists with State Benefits program applications follow up as assigned.
• Regularly checks personal PPHP email account for important agency-related communications, at least every 24 hours.

Qualifications:
Experience, Education and Licensure
• Completion of an accredited high school program or equivalent required; further education, training, and/or certification preferred. Additional training and/or education in reproductive health or medical services desirable.
• Previous professional experience with the provision of family planning services preferred.
• Previous medical laboratory and/or counseling experience desirable, as well as familiarity with computer databases.
• Knowledge of basic principles of patient care and of duties and responsibilities of HCA I position.
• Able to work in a fast-paced environment and pay close attention to detail.
• Skilled in verbal and written communications in English.
• Able to work evening and weekend hours, and to work at other PPHP Centers, as needed.
• Able to assist patients with completion of medical forms.
• Able to commit to the efficient and customer-oriented provision of services, and to the operating goals and philosophies of PPHP.
• Able to communicate with patients, the public, staff and volunteers in a professional, warm, respectful and sensitive manner.
• Able to participate in a team approach to health care.
• Able to speak Spanish or other languages common to the PPHP’s clientele, preferred.

Cultural Awareness:
• All employees are required to demonstrate the importance of the ethical cultural awareness commitment of Planned Parenthood by:
  o Demonstrating empathy; recognizing inherent worth, and treating individuals with respect;
  o Protecting confidentiality of staff;
  o Appreciating the Planned Parenthood culture and its function in human behavior, and recognizing cultural strengths; and
  o Seeking to understand patient’s cultures and value of diversity to be able to provide competent services.

Customer Service:
• [All PS:] Adhere to affiliate goals and policies on professionalism, wait time in the health center and on the phone, and the system for addressing client complaints.
• Builds and maintains positive, quality relationships with customers, both internal (colleagues) and external (patients, clients, donors, etc.).
• Demonstrates commitment to exceeding customer expectations at every opportunity.
• Responds positively to customer concerns and demonstrates effective problem-solving skills.
• Consistently interacts positively with internal and external customers.
• Always wear a PPHP identifying name tag when working.

Language Skills:
• Ability to use, read, analyze and learn software programs utilized in this agency.
• Ability to communicate effectively.

Compliance, Risk & Quality Management (CRQM):
• Makes a commitment to participate in PPHP’s Compliance, Risk and Quality initiatives and programs.

Mandatory Reporting:
• Planned Parenthood has zero tolerance for non-compliance with our policies and procedure for addressing situations that endanger the welfare of minors, including our policies and procedures relating to state mandatory reporting laws.

Productivity and Business Operations – Revenue Cycle:
• [All PS:] Participate in health center efforts to achieve established goals for productivity.
• [All PS:] Participate in health center/affiliate efforts to achieve established revenue cycle goals.

Physical Demands:
• The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
• While performing the duties of this job, the employee is occasionally required to stand; walk; sit; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear.
• The employee must occasionally lift and/or move up to 25 lbs.
• Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment:
• Provides own transportation, is willing to travel, and is able to work flexible hours, including evenings and weekends.
• Ability to work independently and as part of a team.
• Commitment to the goals of Planned Parenthood.
• While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time.
• The noise level in the work environment is usually moderate.

Other
• This job description is not intended to be all-inclusive. The employee will also perform other reasonable related duties as assigned by the supervisor or management.
• Management reserves the right to change, assign or reassign job duties and hours as needs prevail. This document is for management communication only and not intended to imply a written or implied contract of employment.
• I have read and understand this job description. I agree to accept the responsibilities and duties as outlined.
• I understand that PPHP is an "at will" employer.

Employee (PRINT NAME)

Employee Signature ________________________________ Date ____________

APPROVED BY:

Division Head ________________________________ Date ____________

Human Resources ________________________________ Date ____________

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