JOB DESCRIPTION

Title: Registered Nurse (RN)

Division: Operations

Department: Patient Services

Reports to: Health Center Manager

FLSA Status: Exempt

Position Summary: Provide nursing care and counseling services as part of the healthcare delivery team in all medical services provided according to approved protocols. Provide support to the Clinician staff for all clinical services. Provide direct patient care in all clinical services, including Family Planning, Prenatal, Abortion and Colposcopy.

Essential Functions:

- Provide nursing care and counseling services in family planning, prenatal, colposcopy, abortion, and HIV services according to protocols and as assigned.
- Coordinate care with the clinician, screening for psychosocial, medical and nutritional problems. Provide counseling, education and referrals, when problems are identified.
- Assist in all aspects of the provision of abortion care for patients including acting as Charge Nurse in charge of patient flow. Provide counseling for patients having a medical or surgical abortion. Work in the post-procedure room on surgical abortion day, overseeing the care of post-operative patients. Supervise medical assistants who work in the recovery room.
- Assist in emergency situations by providing nursing assessment and intervention.
- Perform post-surgical abortion phone calls to patients within 24-48 hours of procedure and complete follow-up paperwork.
- Triage family planning and gynecological patients, and assist providers as needed.
- Prepare and administer medications and immunizations according to standing orders.
- Assist clinicians in patient follow-up activities with abnormal laboratory results, pap smears, etc.
- Provide phone triage for patients with medical problems and questions.
- Perform laboratory tests and provide follow-up for abnormal laboratory results in collaboration with clinician.
- Screen hormonal contraceptive users for warning signs and minor side effects, and authorize refills as ordered by the clinician.
- Assist in management of the pre-natal program and assure that patients are receiving coordinated care. Provide pre-natal education for patients. Track and follow up on labs and referrals, follow-up on missed appointments, track delivery outcomes of patients and assure that patients return for postpartum visits. Maintain and keep up to date pre-natal logbook and perform quarterly pre-natal audits as requested.
- Perform chart audits/surveys, as assigned.

Other:
- Understand and provide care according to PPHP Medical Standards and Guidelines
- Support and encourage a culture that:
  - Provide a rich conduit of information and ideas between sites and other PPHP departments;
o Participate in ongoing feedback with colleagues;
o Incorporate customer satisfaction into all aspects of the work; and
o Encourage Team to take responsibility for evaluating and improving systems.

* Demonstrate flexibility and teamwork; understand the interaction between this position and others with whom the position works directly and indirectly.
* Ensure that interactions incorporate PPHP values of integrity, partnership, customer focus, communication and quality.
* Support effort of the PPHP’s diversity program to provide services that are culturally and linguistically competent; takes the initiative to develop own awareness and knowledge of diversity matters.
* Complete all responsibilities according to established protocols, policies and standard practices in the areas of customer service, quality assurance and regulatory compliance programs such as HIPAA (Health Information Portability & Accountability Act), OSHA (Occupational Safety & Health Act) CLIA (Clinical Laboratory Improvement Administration) and Title X.

**Non-Essential Functions:**
* Participate in Compliance, Quality Assurance & Risk Management program, medical committee meetings and other center meetings.
* Assume in-charge responsibility as assigned.
* Perform other duties as assigned and related to position.
* Regularly checks personal PPHP email account for important affiliate-related communications, at least every 24 hours.

**Qualifications:**
**Experience, Education and Licensure**
* Registered Nurse with a current NYS license in good standing.
* Must have current CPR/BLS certification.
* One to two years clinical experience in women’s health or ob/gyn nursing or an equivalent combination of education and experience from which comparable knowledge and abilities can be acquired.
* Ability to work as a team with a diverse group of staff and clients.
* Ability to work flexible hours including evenings and weekends.
* Ability to use a computer for charting, documenting, communicating and researching.
* Maintain a professional commitment in representing the philosophy and goals of Planned Parenthood.

**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.

**Patient Experience/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 affiliate.
• 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)

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Employee Signature                      Date

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