

PASTORAL INSTITUTE

Job Title:	Nursing Assistant/Psychiatry Program Coordinator	Reports to:	Psychiatric Nurse Practitioner and/or Psychiatrist
Department:	Psychiatry	Location:	
FLSA:	Non-Exempt	Supervises:	No
Position Type:	Full-time	Revision Date:	10/12/18
Recruitment Information			
Job Duties		Minimum Requirements	
Provides nursing care for clinic patients. Responsible for administering direct and indirect delivery of patient care management based on scientific principals and based on established policies and procedures of the office. Completes administrative duties as required. Performs clinical procedures as directed by the Provider.		High school graduate or equivalent with certification as CNA (minimum) preferred.	
Role and Responsibilities			
(This job description is not to be all-inclusive. Employee may perform other related duties as necessary to meet the ongoing needs of the organization.)			
Required of all PI staff:			
<ul style="list-style-type: none"> ● Commit to Growth: We prioritize and support life-long learning. We choose self-awareness, acknowledge when actions are inconsistent with the values and learn from mistakes. ● Care for All: We celebrate and value the uniqueness of all persons. Everybody matters. We encourage work-life integration and balance. ● Show Compassion: We are friendly, hospitable, and empathic. We confront with love. We demonstrate forgiveness and reconciliation when hurt or wronged. ● Communicate Openly and Honestly: We are authentic, transparent, and speak from the heart. We listen to understand and convey respect even when we disagree. We declare that Truth and Love go together. ● Create Through Curiosity and Wonder: We collaborate and seek win-wins. ● Share Our Common Vision: We seek what is best for the common good like an orchestra in which each person plays a unique part. ● Build Community through Relationships: We champion personal autonomy, inclusion, and connection. We are intentional in caring for others in word and deed. 			
Position Specific :			
<ol style="list-style-type: none"> 1. Be aware and practice within the PI's values & mission 2. Is familiar with daily routines of Providers to insure a productive clinic. 3. Greets everyone promptly and courteously. Escorts patients from the waiting room to the appropriate areas within the office. Identifies the correct patient by name. 4. Ensures all patient documentation has been received and reviewed by Provider to include but not limited to Provider notes and test results. 5. Keeps patients informed of any delays that cause them to wait longer than the time expected. 6. Obtains patient's chief concern and recent problems and symptoms; patient's new, continued or stopped medications; accurately obtains patient's height and weight; and obtains and evaluates patient's vital signs; enters patient data collected into the electronic medical record system. Follows and performs the supervising Provider's standing orders. 7. Recognizes and interprets signs and symptoms by continually assessing the patient's condition, both physically and mentally while assessing patient's general health and wellness and notifies Provider if 			

condition changes.

8. Prepares patient for evaluation and assists Provider when needed.
9. Assists in scheduling procedures, tests, x-rays and laboratory studies with the appropriate hospitals or treatment centers through the electronic medical record system. Completes all required paperwork for facility and insurance company. Communicates appointment time, place and pretesting protocol with the patient.
10. Schedules initial and follow-up visits with patients. Assists in scheduling initial and follow-up visits. Scores screening tools such as Vanderbilts, etc.
11. Completes patient forms such as school requirements, Prior Authorization and Patient Assistance.
12. Prepares patient educational material and reviews care plan instructions with patient at each visit to confirm understanding by the patient.
13. Reviews outgoing referral log weekly to ensure patients have maintained their scheduled appointments. Follows up with patients to ensure missed appointments with Provider are rescheduled and alerts Provider. Reviews daily practice schedule and follows up with patients that have missed regular scheduled appointments.
14. Reviews hospital discharge notes, contacts patient to schedule hospital follow up visit and schedules any testing needed per discharge summary and Provider instruction.
15. Documents care information communicated to the patient in the patient's medical record using correct grammar and punctuation.
16. Establishes open communication by acting as a liaison between patient, family and Provider in a tactful and courteous manner. Engages patients in pursuing their health goals; uses motivational interviewing or other coaching techniques as needed.
17. Adjusts Provider's schedule as needed to accommodate same day appointments and meet standards.
18. Handles all patient messages promptly and accordingly while obtaining verbal and documented orders by the Provider. Documents any advice given to the patient within the medical record system. Uses correct grammar, punctuation and capitalization when documenting in a patient's medical record and timestamps all message responses and reviewed documents in the patient's electronic record. Messages should be reviewed timely with a goal response time of an hour.
19. Receives test and procedure results and submits daily for Provider to review as appropriate. Ensures all orders have appropriate test results attached within the medical record. Tests performed outside the medical practice should be entered into the patient's record with dates and results attached. Patient orders must have test results attached.
20. Ensures that Provider's office and assessment room are clean, orderly, and stocked at all times, and that related medical equipment is clean, sterile and properly stored.
21. Orders medical supplies and medication samples according to office policy.
22. Conduct lab and genetic
23. Dictate what constitutes crisis by evaluating situation, alert provider via phone of any all crisis situations, schedule crisis appointments and document events leading to or communications with care team.
24. Instructs, guides and assists other team members in rendering patient care.
25. Participates in orientation of new team members by helping to make them feel comfortable and aware of office policies and procedures.
26. Maintains continuing education by use of journals, conferences, seminars and further education as available. Must maintain CNA certification.
27. Works extra if needed to meet the needs of the patient and office.
28. Communicate with vendors, drug representatives, other hospital personnel, genetics, etc., initiate and coordinate meetings; maintain information handouts, coupons & specific financial forms.
29. Write & update psychiatry practice protocols
30. Learn & keep up to date billing codes & charges for psychiatry
31. Perform billing/coding reviews & Provider care
32. Performs any additional duties as requested by the Provider.

Physical Demands and Working Conditions

Essential functions: Must be able to remain calm and patient when working with patients of diverse ages, disabilities and circumstances. Must remain professional and non-judgmental at all times. Must maintain good interpersonal relationships and communication with vendors and fellow Pastoral Institute employees. Requires full range body motion including handling patients, manual finger dexterity and hand-eye coordination. Requires sitting, standing, walking and repetitive keying for extensive periods of time. Requires corrected vision and hearing to normal range. Requires working under stressful conditions or working irregular hours. Requires exposure to communicable diseases or body fluids. Must have strong attention to detail. Occasional bending and stooping required.

Experience

Two or more years' experience working in a business office or medical clinic setting preferred.

Employee Signature:	
Employee Print:	
Date:	