



**JOB TITLE:** LICENSSED PRACTICAL NURSE  
**LOCATION:** All Medical Clinics  
**CLASSIFICATION:**  Exempt  Non-Exempt  
**EXPOSURE RISK:**  Category 1 – High Risk  Category 2 - Moderate Risk  
 Category 3 – Low Risk

**SUMMARY OF POSITION:**

Supporting the Mission and Core Values of ACCESS Family Care, the individual in this position works cooperatively with all staff members; serving each other, our customers, and promoting a team effort and positive presence at all sites.

- The individual in this position will work cooperatively with the Provider(s), Clinic Manager, and all staff members.
- The primary responsibility of this position includes assisting the Provider(s) in the examination and treatment of patients.
- This individual is required to stay at work until all patients are seen for the day.
- *Occasional travel may be required depending on daily clinical needs*

**REQUIRED SKILLS AND ABILITIES** (*Bona fide Job Specific*)

Must possess the following knowledge and skills to accomplish the job requirements:

- Graduate from an accredited school, with an active, unrestricted LPN license in the state of Missouri.
- Experience in the clinical setting recommended but not required.
- Ability to satisfactorily perform assigned duties.
- Ability to operate computer and electronic medical record (EMR) system.
- Demonstrate the ability to navigate from the computer desktop to Centricity, Dentrix, Outlook email, and Microsoft (MS) Office Word and Excel.
- Current CPR certification.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Recognizes clinic and organizational coworkers as customers by working together as part of a multi-disciplinary team.
- Treat all internal and external customers respectfully whether it is a patient, coworker, member of management, vendor or visitor to our premises.
- Greet patients in friendly and professionally manner, escort them to the clinical area, complete vital signs and clinical data to enter information into EMR to ensure accurate tracking of patients' medical treatment.
- Assist patients onto and off of exam tables and in and out of wheel chairs.
- Assist providers in distributing appropriate patient education materials and communicate that information to the patient in a tactful and professional manner.
- Prepare exam rooms and required instruments/equipment for procedures and treatments and restock rooms as necessary.
- Coordinate and complete patient referrals/consults as ordered and communicate significant information to involved health care providers as required.
- Return patient calls in a pleasant, professional and timely manner.
- Prepares, administers and documents medications, immunizations, treatments and procedures as ordered.
- Medical scribe; charting provider-patient encounters in real time, entering orders and instructions which include HPI, ROS, exam, medication and order entry as well as plan of care; knowledge of medical terminology, accurate and efficient typing skills, and knowledge of EMR.
- Ensure instruments are clean and sterilized.

- Prepare lab specimens for shipment, as requested. (Pap smears, biopsy, cultures, etc.)
- Determine need, and complete required pre-authorization documentation, for medical supplies, including oxygen, diabetic shoes, etc.
- Maintain tracking log for all lab, x-ray and referrals.
- Maintain current CPR certification.
- Attend and actively participate in Staff meetings, in-services and educational programs.
- Maintain patient confidentiality at all time.
- Adhere to established policies, procedures, protocols, standards of care and standards of practice.
- Demonstrate leadership when providing nursing care or developing programs which will improve the delivery of care.
- Communicate effectively, both orally and in writing, with professional and administrative staff as well as patients and caregivers.
- Have a high degree of leadership, motivation, self-direction and initiative in a health care setting.
- Have a broad acquaintance with clinical treatment modalities.
- Completes Performance Measure tasks and strives for meeting/exceeding the Performance Measure goals.
- Ability to handle stressful situations.
- Ability to understand medical terminology, instructions, medical records, identify problems and offer solutions.
- Ability to visually determine patient condition and communicate with patients and families with tact and professionalism.
- Demonstrate use of tact and patience in communication with patients, families, and AFC staff.
- Maintain professional appearance and attitude at all times.
- Maintains knowledge of current techniques, trends, and professional issues.
- Utilizes clinical intervention tools for specific patient population.
- Schedules/informs patients regarding clinic services.
- Follows procedure for handling and /or obtaining various specimens/cultures, follows pain management protocols, performs/assists with wound care, prepares and assists with procedures and follows sterile instrument processing protocol.
- Locates and appropriately uses equipment required for providing patient care.
- Complete patient referrals/consults in an effective and professional manner while communicating with internal and external agencies and patients.
- Identifies and completes insurance preauthorization process.
- Knowledgeable regarding process for completion of specialized exams.
- Manages sample medications per protocol, under direction of physician.
- Implements/completes ACCESS forms as indicated.
- Administer prescriptions/medications under the direction of physician.
- Indicates awareness of staffing, scheduling process, Scopes of Practice, and ACCESS Policies and Procedures.
- Works well with team, including accepting and carrying out duties (appropriate for scope) as assigned by providers and Clinic Manager.
- Demonstrates flexibility to perform other duties, where ever situation deems it necessary.

### **SERVANT LEADERSHIP**

- Consistently exemplifies ACCESS Family Care's Core Values (C.A.R.E.) with patients and coworkers: Compassion, Access, Respect, and Excellence.
- Exemplifies Servant Leadership Qualities: Trusted Servant, Humility, Forgiveness, Patience, Trustworthy

### **EMPLOYEE PARTICIPATION/TEAM EFFORT**

- Works cooperatively with all staff members; serving each other while promoting a team effort and positive presence at all sites.

- Assists with the orientation and training of new Team members.
- Initiates internal Event Report form as required, supporting continuous quality improvement throughout Access Family Care.

### **PROBLEM-SOLVING**

- Demonstrates good judgment by taking appropriate actions regarding questionable concerns.
- Follows proper reporting procedures and processes.
- Reports needs to appropriate management.
- Manages conflict in an appropriate and professional manner, resolving issues at the lowest level possible, and following chain of command when necessary to resolve customer issues or complaints.

### **PRODUCTIVITY/EFFICIENCY**

- Maintains a clean and organized work area.
- Responsive to changing work requirements. Consistently demonstrates ability to respond to changing situations in a flexible manner.
- Minimizes non-productive time and fills slow periods with education, organizing, housekeeping, or assistance to others.
- Organizes work areas to be able to effectively complete varied assignments within established time frames.
- Consistently evaluates work and determines if further steps are needed to meet internal and external customer expectations.
- Takes initiative to redo inadequate or incomplete work.
- Meets or exceeds attendance guidelines and consistently starts work on time.
- Assures accuracy, thoroughness, and reliability of results for the job. Takes ownership for mistakes.
- Attends (or has an excused absence) for all mandatory in-services i.e., safety/health fairs, employee meetings, and specific departmental in-services.

### **CUSTOMER SERVICE**

- Consistently demonstrates a commitment to Access Family Care's Mission, to Serve the Underserved.
- Follows dress code and appears professional while on duty.
- Provides high quality customer services to internal and external customers.
- Retrieves and responds to voice messages timely.
- Greets everyone with friendliness and respect and resolves problems to the best of their ability or refers customers cordially to management.
- Answers and manages telephone calls with pleasant telephone etiquette.

### **SAFETY AND SECURITY**

- Reads and understands HIPAA regulations and applies security measures to protect the privacy of patient information.
- Reads and understands ACCESS Family Care's Policies and Procedures.
- Observes safety and security procedures and uses equipment and materials properly.
- Responds quickly and appropriately to all drills and codes conducted by management staff.
- Reports unsafe working conditions in timely manner to management.
- Adheres to program guidelines, policies and procedures, and reports all work related incidents/accidents timely to appropriate management and human resources.
- Participates in safety in-services.
- Follows proper reporting procedures for actual or potential incidents so follow up and or prevention can occur.

## WORKING ENVIRONMENT & PHYSICAL REQUIREMENTS

The individual in this position will have mobility within the clinic; working in an office environment with minimal exposure to temperature changes, noise, and dust. Employee may be exposed to body fluids, including blood. Regular schedules are established to meet the needs of our patients. Evenings and Saturdays may be required. Overtime may be required occasionally, with flexible scheduling arrangements as approved. Occasional travel may be required. Typically, while performing the duties of this position the employee will sit for the majority of the workday. Close vision is required to perform the duties of this position.

### BASIC PHYSICAL REQUIREMENTS:

	Continuous 67 – 100%	Frequently 34 – 66%	Occasionally 11 – 33%	Seldom 1 – 10%	Restricted 0%	Description
Sitting/driving			x			
Standing	x					
Walking	x					
<b>MOBILITY</b>						
Lifting		x				
Bending		x				
Squatting			x			
Reaching		x				
Kneeling			x			
Pushing				x		
Pulling				x		
<b>LIFTING</b>						
0 – 10lbs	x					
11 – 25 lbs.		x				
26 – 50 lbs.					x	Assistance Required
51 – 75 lbs.					x	Assistance Required
76 – 100 lbs.					x	Assistance Required
100+ lbs.					x	Assistance Required
<b>CARRYING WEIGHTS</b>						
0 – 10 lbs.		x				
11 – 25 lbs.			x			
26 – 50 lbs.					x	Assistance Required
51 – 75 lbs.					x	Assistance Required
76 – 100 lbs.					x	Assistance Required
100+ lbs.					x	Assistance Required
<b>REPETITIVE MOTION</b>	<b>RIGHT</b>	<b>HAND</b>	<b>LEFT</b>	<b>HAND</b>		
Dexterity	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		Dominant Hand
Grasping	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		Dominant Hand
Writing	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		Dominant Hand
Typing	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		Dominant Hand

**MISSION**

Ozark Tri County Health Care dba ACCESS Family Care is committed to improving the health of the medically underserved of greater southwest Missouri, through direct services and collaborative efforts.

**CORE VALUES**

**COMPASSION:** We demonstrate **compassion** for our patients by being sensitive to their socio-economic status and ethnic diversity by providing the healthcare they need through the best and most efficient delivery methods which includes the chronic care model.

**ACCESS:** We create **access** to primary dental and medical healthcare by seeing patients with or without insurance or who have Medicare or Medicaid. We offer sliding fee discounts for those who qualify financially.

**RESPECT:** We **respect** our patients. No matter what their background or circumstance, we provide the services they need with equal respect. We as staff respect one another as we diligently serve our patients as servant-leaders.

**Excellence:** We seek **excellence** in all we do. We are committed to continuous improvement through review, evaluation, and a performance improvement program that involves all levels of leadership.

I \_\_\_\_\_ **acknowledge receipt of the job description for the position of Licensed Practical Nurse. My supervisor reviewed my job description with me and I have been given an opportunity to ask questions and discuss the expectations of this position.**

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**Date**

**Employee Signature**

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