



POSITION: PHYSICIAN (Family Practice or Internal Medicine)
LOCATION: MEDICAL CLINIC
REPORTS TO: CHIEF MEDICAL OFFICER
CLASSIFICATION: Exempt Non-Exempt/Hourly
EXPOSURE RISK: High Risk Moderate Risk Low Risk

SUMMARY OF POSITION:

Supporting the Mission and demonstrating the Core Values of ACCESS Family Care, the individual in this position will perform patient care services, under the designated scope of his/her service and licensure. The Practitioner shall use their best professional judgment in the performance of health care services that are rendered to patients; and shall provide appropriate care to all patients assigned to the Practitioner, without regard to the patient's ability to pay. The Practitioner shall render all services he/she deems medically necessary or otherwise appropriate for the patient, in compliance with Access Family Care's Clinical Management System. Working cooperatively with other Practitioners, Site Supervisors, and all staff members; this individual will support a team effort and promote a positive quality of care at all worksites.

REQUIRED SKILLS AND ABILITIES:

To perform this position successfully, the individual must possess working knowledge of health care practices and medical procedures. Proficiency in Microsoft Word, Excel, and Power Point is required. Previous experience using and retrieving information from electronic health records is required. The individual must possess evaluation and data analysis skills and have data management experience for report writing and tracking. The individual must possess tact and patience along with a professional appearance and attitude. Excellent interpersonal skills and communication skills are required. Bilingual skills are a plus. Employee possesses the job knowledge necessary to accomplish the job requirements and demonstrates proficiency in the technical skills required for this position.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manages the acute and long-term medical needs of AFC patients by performing physical examinations and preventative health measures within prescribed guidelines
- Reviews patients' records, charts, and other pertinent information needs in a timely manner
- Formulates plan and prognosis based upon patient's condition
- When appropriate, discusses case with other team health professionals to prepare comprehensive patient plan
- Ensures that patients receive appropriate education and referrals
- Interviews and advises patients regarding health maintenance, illness prevention, normal behavior, social and physical growth/development
- Efficiently manages time and resources utilizing nursing, behavioral health, community health workers and social work staff for general patient education and enabling services when appropriate
- Provides monitoring and continuity of care between Clinic visits as required
- Provides care coordination of all hospitalized AFC patients with open access visits within 72 hours of discharge
- Participates in the on call rotation as needed
- Provides telephone consultation including follow-up and triage calls
- Serves as a Collaborator to assigned Nurse Practitioners
- Records physical findings and other pertinent information in patient's electronic health record within the timeframe established by Quality Assurance Program's guidelines for timely documentation
- Participates in Quality Assurance activities as assigned
- Works closely with Chief Medical Officer to ensure quality patient care
- Participates in peer review activities
- Remains current in advanced practice changes within specialized area and, where relevant, translates these findings into clinical practice

ESSENTIAL DUTIES AND RESPONSIBILITIES:(con't)

- Works closely with Chief Medical Officer and administrative staff to ensure individual provider productivity goals are achieved
- Have an affinity for working with culturally and economically diverse patient populations
- Other responsibilities as assigned.

SERVANT LEADERSHIP:

- Consistently exemplifies ACCESS Family Care's Core Values (C.A.R.E.) with patients and coworkers: Compassion, Access, Respect, and Excellence.
- Demonstrates a commitment to ACCESS Family Care's Mission, to serve the Underserved.
- Exemplifies Servant Leadership Qualities: Trusted Servant, Humility, Respect, 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.

PROBLEM SOLVING:

- Demonstrates good judgment by taking appropriate actions regarding questionable concerns.
- Follows proper reporting procedures and processes for actual or potential accidents and/or incidents so follow up and/or prevention can occur.
- Records/reports the need for service maintenance or repair of equipment and removes any faulty equipment from service.
- 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, assisting others, or housekeeping duties.
- 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.
- Consistently demonstrates Core Values: Compassion, Access, Respect, and Excellence.

SAFETY AND SECURITY:

- Complies with ACCESS Family Care’s Policies and Procedures.
- Continuously applies security measures to protect and maintain privacy of employee and patient information at all times.
- Maintains CPR Certification
- 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.

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 **PHYSICIAN**. My supervisor has reviewed my job description with me and explained the importance of ACCESS Family Care’s Mission and Core Values.

I was given an opportunity to ask questions and discuss this position description with my supervisor. I understand that as an employee of Access Family Care, I am expected to demonstrate my ability to perform my position satisfactorily as I continuously strive to demonstrate the Core Values of ACCESS Family Care, help build a great team, and serve the underserved.

Date Employee Signature

Date Supervisor’s Signature

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 much 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			
MOBILITY						
Lifting	X					
Bending			x			
Squatting			x			
Reaching	X					
Kneeling				x		
Pushing				x		
Pulling				x		
LIFTING						
0 – 10lbs	x					
11 – 25 lbs		x				
26 – 50 lbs					x	Assistant Required
51 – 75 lbs					x	Assistant Required
76 – 100 lbs					x	Assistant Required
100+ lbs					x	Assistant Required
CARRYING WEIGHTS						
0 – 10 lbs		x				
11 – 25 lbs			x			
26 – 50 lbs					x	Assistant Required
51 – 75 lbs					x	Assistant Required
76 – 100 lbs					x	Assistant Required
100+ lbs					X	Assistant Required
REPETITIVE MOTION						
	RIGHT	HAND	LEFT	HAND		
Dexterity	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		Dominate Hand
Grasping	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		Dominate Hand
Writing	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		Dominate Hand
Typing	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No		Dominate Hand

I have reviewed the physical requirements for this position with my supervisor, and I was given an opportunity to discuss any questions. I attest my ability to perform all functions identified for this position without accommodation.

Date Employee Signature Date HR Signature