

Northern Light Maine Coast Hospital

Department: Resort Way Weekend Clinic

Position is located: Ellsworth Family Practice

Work Type: PRN

FTE: 0.001000 (As Needed)

Work Schedule: Variable

Summary:

Reports to the Practice Manager, provides patient care that meets the psychosocial, physical, and general aspects of care as directed by the physician and/or registered nurses. Communicates with the patient care team, patient, and families in a manner that reflects professional expectations. This position will work collaboratively with the RNs/Director on the day to day review of patients order.

Responsibilities:

• Completes a medical history from the patient/family in accordance with practice requirements.

• Accurately takes and records vital signs in a timely fashion.

• Recognizes and responds to emergencies appropriately.

• Prepares patient for examination appropriately.

• Explains treatments and procedures to patients and family, ensuring their understanding.

• Collects and prepares lab specimens using proper collection and identification techniques.

• Performs EKGs as ordered in applicable areas.

• Manages all EAR tasks and Provider orders within their scope of certification.

• Maintains accurate medication and immunization records on new and established patients.

• Demonstrates the ability to document pain using an age appropriate pain scale.

• Demonstrates the ability to listen, comprehend, understand and communicate patient's needs.

• Proactively provides/promotes a safe patient environment and reports problems.

• Performs clerical duties in assigned work areas as directed by the RN/Director.

• Participates in practitioner's plan of care.

• Records patient data to identify each patient's age specific needs and incorporates those needs in the plan of care.

• Assists in communicating the medical plan of care as indicated by the patient's response to the objectives, overall plan appropriateness and effectiveness.

• Collaborates with practitioners, nursing, and manager to meet the needs of the constant patient flow.

• Collects, reviews, and communicates pertinent patient information for next day's schedule.

• Performs equipment checks as needed by practice policy.

• Oversees the cleaning, sterilization and maintenance of needed supplies and equipment.

• Collaborates with practitioners, manager, nursing and other staff to meet the needs of constant patient flow.

• Reviews patients orders, ensuring appropriate diagnosis based on orders to mitigate Medical Necessity denials.

• Introduces and identifies self as CMA. Treats patients and their families with respect and dignity. Identifies and addresses psychosocial, cultural, ethnic and religious/spiritual needs of patients and their families.

• Assists practitioners with patient examinations, as directed.

• Implements practitioner orders for the delivery of care in a timely, coordinated manner inclusive of working collaboratively with CCOM.

• Uses aseptic technique when providing appropriate patient care (caths, dressings, suture removal) in applicable areas.

• Assists in meeting quality measures for meaningful use and other governing entities.

• Administers medication (PO, IM, SL, subq, intradermal) in a safe and timely manner per policy 100% of the time. This includes, but not limited to: verifying identification of the patient AND obtaining verbal verification of identity (name and DOB) from the patient or family, as appropriate.

• Provides the patient/family with verbal and written information about medications as needed, particularly newly prescribed medications.

• Orders prescription renewals/refills with pharmacy consistent with policy.

• Documents changes in patient condition as appropriate.

• Documents patient response to medication, treatments and clinical action and education.

Other information:

Certified Medical Assistant Certification Required.

Competencies and skills:

Essential:

- Demonstrates Adaptability: Learns quickly when facing a new problem or unfamiliar task; is flexible in their approach with changing priorities and ambiguity. Manages change effectively and does not give up during adversity. Capable of changing one's behavioral style and/or views in order to attain a goal. Absorbs new information readily and

puts it into practice effectively.

- **Demonstrates Emotional Intelligence:** Exhibits a high level of self-awareness, self-management, other awareness and relationship management. Conducts themselves in an empathic, appropriate way, with a sense of humor and stimulates a collaborative work environment. Is respectful of the attitudes, feelings, or circumstances of others and aware of the influence of their own behavior on them. Is aware of relevant social, political, system, and professional trends and developments and uses this information for the organization's benefit.
- **Effectively Communicates:** Listens, speaks and writes appropriately, using clear language. Communication methods are fitting to the message(s), audience, and situation and follow-ups are regular and timely. Shows that important (non-) verbal information is absorbed and understood and asks further questions to clarify when necessary. Expresses ideas and views clearly to others and has ability to adjust use of language to the audience's level.
- **Exercises Sound Judgment & Decision Making:** Understands and processes complex information, which allows for appropriate and accountable conclusions. Does not react too quickly or slowly. Balances facts, goals, and potential approaches taking the appropriate criteria into account. Makes active decisions and commits oneself by communicating confidently and respectfully.
- **No previous experience required.**
- **Provides Patient-Centered Care:** Demonstrates understanding of patient care quality and service as organizational priority. Proactively supports change to improve patient experience and results. Exhibits the ability and willingness to find out what the patient wants and needs and to act accordingly, taking the organizational and outside resources into account. Cooperates, collaborates, communicates, and integrates care within and between teams to ensure that care is continuous and reliable.
- **Seeks Process Improvement & Applies System Thinking:** Possesses and gains insight into situations, problems and processes. Understands the interconnection between organizational elements. Deconstructs problems and systematically investigates the various components. Considers the impact of actions on the entire process/system. Detects problems and opportunities, recognizes important information, and links various data to trace potential causes and relevant details.

Education:

Essential:

- High School Diploma/General Educational Development (GED)

Working conditions:

Essential:

- Potential exposure to hazardous materials.
- Extend body and limbs to reach items.
- Continuous sitting.
- Continuous standing.

- Continuous walking.