

JOB DESCRIPTION

Job description for: Endoscopy Unit Clerk / Endoscopy Aide

Reports to: Endoscopy Nurse Manager

Responsibilities: Responsible for assisting patients and visitors by telephone and in person according to practice policies; responsible for providing clerical and scheduling support to the endoscopy patients and staff; responsible for care and maintenance of equipment and supplies; responsible for assisting nursing personnel in the peri-procedural care of the patient

Responsibilities of the job include but not limited to:

- ... Demonstrates skills and judgment necessary to implement nursing plan of care, nursing interventions and procedures as necessary for the care of the patient
- ... Demonstrates safe, efficient, cost-effective care utilizing clinically and ethically sound decisions
- ... Provides assistance to physicians and nurse performing diagnostic and therapeutic endoscopic procedures; assuring optimal patient safety and comfort
- ... Demonstrates knowledge of equipment used during procedural exams and patient care; problem-solves and manages equipment functioning issues; demonstrates ability to resolve equipment issues to minimize disruption of patient care and flow
- ... Demonstrates ability to clean and maintain endoscopy equipment and accessories according to manufacturers' recommendations; follows established protocols for use of all equipment, accessories, washer/sterilizers, air and oxygen compressors, ultrasonic cleaner, waste management systems
- ... Maintains all logs related to scope care and cleaning, equipment care and maintenance, compressors, emergency power, etc, in accordance with established protocols
- ... Monitors supplies (patient care, procedural, linen and nourishment), orders as directed by par levels under supervision of unit manager; saves packing slips for billing verification; communicates back orders or availability issues to unit manager and/or nursing director

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- ... Provides assistive support to nursing staff in the care of patients prior to, during and after the procedure
- ... Assists in the care, cleaning and stocking of patient, procedure, utility and supply rooms
- ... Demonstrates knowledge of normal blood pressure, pulse, temperature, respirations and oxygen saturation; notifies nursing staff of vital signs outside of normal parameters
- ... Demonstrates ability to evaluate identified problems and obtain assistance to assess care provided and patient responses
- ... Maintains accurate and up-to-date documentation of care provided to assure integration of information used to provide quality care
- ... Assures inter-agency referral forms (labs orders, radiology procedures, other tests), and orders are complete and accurate; provides instructions regarding patient preparation within limits of knowledge and scope of practice
- ... Answers telephone, takes messages and directs calls; obtains charts, lab or imaging reports to facilitate physician and nursing interactions
- ... Collects fee slips after procedures, enters recalls and chart checks into computer
- ... Monitors call lights and communication systems between patient rooms, procedure rooms and nursing station; assist in responding to needs in a timely and courteous manner
- ... Demonstrates skill and knowledge in assisting nursing management of emergency situations
- ... Pursues professional growth and development; maintain up-to-date, current knowledge base
- ... Functions as a role model for current and new staff when communicating information and perspectives
- ... Facilitates problem resolution among peers as observed by nursing managers, physicians and peers

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- ... Demonstrates a constructive approach during all interactions with patients, physicians, staff and managers
- ... Demonstrates respect and regard for the dignity of all patients, families, visitors, and fellow employees to ensure a professional, responsible and courteous environment
- ... Verifies patient information in computer, updates as necessary, when scheduling in the endoscopy center; provides copies of changes to billing/ insurance and health information management
- ... Demonstrates appropriateness and accountability in giving information to patients in person or on the telephone within scope of practice of unlicensed assistive personnel parameters
- ... Maintains confidentiality of all patient and privileged information at all times
- ... Complies with all regulations regarding release of information
- ... Complies with all regulations regarding security of information
- ... Maintains professional composure and confidence during stressful situations
- ... Attends all safety in services and can describe responsibilities related to general safety (fire drills, disaster drills, bomb threats, etc)
- ... Projects a professional image; attire is clean, neat, and appropriate to the work environment
- ... Demonstrates knowledge of and performs job duties in compliance with OSHA, safety, exposure control, and infection control policies
- ... Maintains work area and equipment in a clean and safe and efficient manner.
- ... Assures procedure and admit/recovery rooms are stocked and prepared for patient arrival

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- ... Demonstrates proper body mechanics in all functions
- ... Follows exposure control plans for bloodborne and airborne pathogens
- ... Promotes effective working relations and works effectively as part of team departmentally and inter-departmentally to facilitate the ability to meet Company goals and objectives
- ... Demonstrates appropriate use of automated systems to communicate inter- and intra-departmentally
- ... Demonstrates willingness to identify and/ or assume activities relative to the developmental needs of the department
- ... Demonstrates dependability/ flexibility in meeting scheduling needs of the department
- ... Reports to work on time and is at work as scheduled; appropriately utilizes lunch and break times for non-work activities and visiting

Job requirements:

Educational requirements:

1. High school graduate or equivalency; medical assisting, nurse aide course, medical terminology or previous job-related experience preferred
2. Maintains current CPR/BLS certification
3. Must obtain/maintain Medical Assistant professional certification/registration within one year of employment

Experience requirements:

1. None

Skill requirements:

1. Good communication and verbal skills
2. Basic computer, clerical and typing skills
3. Interprets physician orders, and communicates clearly and tactfully with patients, families, physicians, staff and other customers

Behavioral requirements:

1. Positive attitude; courteous and accountable

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2. Ability to function in a teamwork environment with management and peers
3. Professional appearance, dress and demeanor

Essential functions of the job:

1. Daily work may involve stooping, reaching, standing, walking, pushing (including patient beds with up to 300# load), pulling, lifting, turning patients, fingering, grasping, feeling, talking, hearing, repetitive motion, standing for long periods of time or sitting for long periods of time
2. Subject to inside environmental conditions
3. May be exposed to products containing latex

Job relationships:

Supervised by Endoscopy Nurse Manager; works closely with physicians, nursing staff, other departments' staff and managers

Job boundaries:

1. Reports to supervising RN in all matters
2. Follows policies, procedures and protocols
3. Scheduled hours/ days/ duty assignments determined by manager based on departmental needs

EMPLOYEE ACKNOWLEDGMENT

BY MY SIGNATURE BELOW, I ATTEST that I have read and understood the job description for the position of Endoscopy Unit Clerk/Endoscopy Aide.

Based on that information, I believe (check appropriate box):

- I can perform the essential functions and duties of this position with or without a reasonable accommodation.
- I am not able to perform this job with or without a reasonable accommodation.

BASED ON THE ABOVE INFORMATION and box checked, I hereby certify that all my statements and information related to the employment process are true and complete, and the failure to answer any questions or failure to answer truthfully and completely may result in my termination or not being hired.

APPLICANT/EMPLOYEE SIGNATURE: _____ DATE: _____

SIGNATURE OF HIRING AUTHORITY: _____ DATE: _____