

UW HEALTH JOB DESCRIPTION

PATIENT SERVICES AIDE

Job Code: 420025	FLSA Status: Non-Exempt	Mgt. Approval: B. Scheuer	Date: 5.2019
Department: Patient Transport		HR Approval: K. Szudy	Date: 5.2019

JOB SUMMARY

This position provides transportation services to inpatients who need to be moved to and from nursing units and various therapy/laboratory areas throughout University Hospital and American Family Children's Hospital locations. The incumbent also coordinates the movement of patient transport equipment (wheelchairs and stretchers). This position is called upon to assist visitors and patients with their arrival and departure. The incumbent must understand and practice all relevant safety policies and procedures. He/she must also determine and provide for patient comfort and safety during transport. If the patients being transported must have their clinical state constantly monitored, the incumbent assists clinical staff in doing so. This position works independently and as part of a team. The incumbent receives guidance and direction from Senior Patient Services Aide staff and the Patient Transport Supervisor. Specific instruction pertaining to the care of an individual patient is provided by the clinical staff assigned to care for the patient. Activities by this person have a considerable impact upon direct patient care and those that provide that care in this Level I Trauma Center, Burn Center, Organ Transplant Center, etc.

MAJOR RESPONSIBILITIES

- Transport patients to and from nursing units and various therapy/laboratory areas while ensuring patient safety, comfort, and privacy/modesty by complying with established policies and procedures.
- Utilize information systems hardware in conjunction with the Patient Transport information system to acquire and record transactional records regarding all transport requests.
- Document pertinent transport information on daily log sheets and obtain signatures from clinical staff for all cancelations, reschedules, and confirmations of patient drop-offs. Submit log sheets to Patient Transport leadership at the end of each shift.
- Follow directives provided by clinical staff regarding the transport request (i.e. proper head elevation, oxygen level, etc.).
- Check two patient identifiers (i.e. wristband, birthdate, etc.) to confirm the correct patient is being transported.
- Follow proper positioning techniques for patients in mode of transport (e.g. wheelchair footrests supporting feet) while also correctly positioning treatment devices such as drainage bags and IVs for transit.
- Observe the patient's condition, and that of patient care equipment, during the transport and report occurrence of patient symptoms and equipment alarms to clinical staff upon arrival at destination.
- Manage transportation equipment availability by utilizing a Real Time Locating System (RTLS) to monitor equipment usage and location. Clean equipment in accordance with Infectious Disease Control policy. Report defects and safety hazards to supervisor or Nurse Manager if equipment is unit-based.
- Apply basic first aid and obtain assistance in an emergency.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE ORGANIZATIONS PERFORMANCE STANDARDS

JOB REQUIREMENTS

Education	Minimum	High school graduate or equivalent
	Preferred	
Work Experience	Minimum	
	Preferred	Relevant patient care experience in a healthcare environment
Licenses & Certifications	Minimum	CPR certification or the ability to receive certification within 60 days of hire.
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Work collaboratively and communicate effectively (written and orally) with a wide variety of individuals including hospital staff, nurses, physicians, patients, and their families. • Must possess excellent interpersonal, conflict resolution, and problem-solving skills while working in a fast-paced environment. • Endure high level of physical activity (walk, lift, push, pull, stand, etc.) frequently throughout work shift. • Understand and use proper patient-care principles and practices.

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	<ul style="list-style-type: none"> Work independently and utilize efficient time management skills. Project positive image of UW Health and the services provided. 		
AGE SPECIFIC COMPETENCY (Clinical jobs only)			
Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.			
Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,			
	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)
JOB FUNCTIONS			
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
PHYSICAL REQUIREMENTS			
Indicate the appropriate physical requirements of this job in the course of a shift. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
X Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.