

UW HEALTH JOB DESCRIPTION

Clinic Assistant			
Job Code: 540070	FLSA Status: Non-Exempt	Mgt. Approval: V. Shaw	Date: May 2024
Department: Across the System		HR Approval: J. McCoy	Date: May 2024
JOB SUMMARY			
<p>The Clinic Assistant is responsible for a variety of technical and/or administrative related functions within the patient care setting. The Clinic Assistant provides support for daily clinic operations and the patient care team. Responsibilities will vary by setting but may include: arriving patients at the time of appointment, answering a multi-line phone system, exam and procedure room stocking, cleaning and sterile processing of instruments and procedure scopes, completing clinic opening and/or closing tasks, providing administrative support to provide optimal patient care and area operation, demonstrating proficiency in use of the computer for all aspects of documentation, completing required training and competencies, assisting with quality improvement projects, and additional duties as requested.</p>			
MAJOR RESPONSIBILITIES			
<p>Clinical</p> <ul style="list-style-type: none"> Assist with quality improvement projects such as communication of waits and delays and chart audits. Clean and examine procedure tables, equipment, and other work areas according to infection control and/or isolation procedures. Stock exam/procedure rooms as assigned, inventory specialty items, and initiate reorder of supplies as needed. Report non-functioning or defective equipment to supervisor immediately. Ensure all supplies, including procedure trays, are up-to-date and replace expired materials as necessary by following sterile processing procedures. Clean and sterilize procedure scopes. Complete daily opening and/or closing of clinic checks, ensuring that defibrillator and other safety equipment is working properly. Complete daily glucometer checks and report any issues immediately to supervisor. Download patient glucometer readings for clinic visits. Provide high-quality customer service to patients. <p>Administrative</p> <ul style="list-style-type: none"> Provide clerical support to facilitate optimal patient care and area operation. Demonstrate proficiency in use of the computer for all aspects of documentation. Prepare/maintain medical records, including ordering, filing, copying, mailing, or printing where appropriate. Arrive in person and/or telehealth visits in patient software. Evaluate monthly facility charges. <p>Record Retrieval Management (R2M) – Duties may include:</p> <ul style="list-style-type: none"> Work with UW Specialty Clinics to identify pertinent patient information to assist in the Scheduling, Ambulatory Access, and Pre-Visit Planning processes. Utilize EHR functionalities and Access Database to coordinate record retrieval from external providers. Upload PHI into the EHR following strict policies and procedures to ensure accurate, complete and timely access. Work with enterprise imaging to upload radiological images into the PACS system. 			
JOB REQUIREMENTS			
Education	Minimum		
	Preferred	High School Diploma or equivalent	
Work Experience	Minimum		
	Preferred	Previous work experience in a healthcare setting	
Licenses & Certifications	Minimum		
	Preferred		
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Excellent verbal, listening, and communication skills Ability to operate a computer Knowledge of medical terminology Ability to handle multiple priorities simultaneously/ability to be flexible in response to changing demands Excellent organizational skills Ability to think independently and demonstrate good problem-solving skills 	

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	<ul style="list-style-type: none"> Ability to work in a team environment and collaborate with a variety of individuals in a positive manner Flexibility to float to other clinics as needed for operational needs Availability to meet the operational hours of the respective clinic 		
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,			
X	Infants (Birth – 11 months)	X	Adolescent (13 – 19 years)
X	Toddlers (1 – 3 years)	X	Young Adult (20 – 40 years)
X	Preschool (4 – 5 years)	X	Middle Adult (41 – 65 years)
X	School Age (6 – 12 years)	X	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	
X	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
	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#	Negligible or constant push/pull of items of negligible weight
X	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#
	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#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#
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.