
Job Title	Clinical Support
Reports to	Nurse Manager
Effective Date	01/10/2022

Position Summary

The clinical support position is responsible for documenting the calls received on the nurse triage line and routing the information to the appropriate personnel. This position also includes gathering the required patient information to better assist the patient needs and assists the triage nurse with all medical questions. This position will be responsible for assisting with nursing care, participating in the continuity of patient care, being a servant-leader, and helping improve patient outcomes within the role of clinical support.

Principal Duties and Responsibilities*

1. Tracks and documents all incoming voice messages into Epic and routes encounter to the appropriate person.
 2. Ensures complete and accurate patient information, including demographic and contact information.
 3. Assemble information concerning patient's phone call and identify the appropriate person that needs to have the information to follow up with patient.
 4. Work along side nurse triage and have clear and open communication as needs arise throughout the day.
 5. Assist patients by returning their phone call to encourage patient to contact their pharmacy regarding all patient prescriptions and refills.
 6. Assist patients with clarifying questions when a voicemail is left, and more information is needed. This does include assessing patients and determining their level of need for medical assistance.
 7. Assist patients with scheduling and rescheduling appointments.
 8. Assist with medical assistant or front desk duties as necessary.
 9. Documents all activity appropriately in the Electronic Medical Record.
 10. Perform other tasks required in support of the medical providers and nursing staff, but which are not detailed within this job description
 11. Provides clinical and administrative support for the providers within the care team model, including;
 - a. Serving as a liaison between providers and their patients
 - b. Communicating abnormal lab results and treatment plan to patients as outlined by the provider and/or protocols
 - c. Providing patient education in areas such as chronic disease, medications, pregnancy
 - d. Completing medication reconciliation
 - e. Working with other members of the care team to coordinate patient care, referrals, DME orders, care management and hospital/ER follow-up
 - f. Executing nursing care under direction of the provider such as: medication injections, wound care, and dressing changes, and assisting in procedures, assisting with blood draws.
 - g. Navigating medication changes and prior authorizations due to insurance requirements under standing orders and the guidance of the provider
 - h. Obtaining pre-authorizations and/or RQIs for diagnostic testing as required by insurance
 12. Provides nursing care to patients who present through the Nurse Visit Schedule. This may include, among other types of visits: Latent TB evaluation, INR level checks with Coumadin titration, BP checks, wound care, transfer of scripts, patient education, medication administration, triage, pregnancy tests/counseling, HIV rapid tests and conveying test results.
 13. Participates in care team meetings, monthly nurse meetings, clinic-wide quarterly meetings and other meetings as directed by the Chief Medical Officer.
-



Required Skills or Abilities*

1. Outstanding communication, interpersonal, and leadership skills to work with the clinical staff, and outside facilities.
2. Strong patient assessment skills required including ability to triage patients. Ability to use the nursing process to guide patient encounters and care.
3. Communicate effectively with patients in a manner that protects their confidentiality and is sensitive to their culture and to their physical/emotional/spiritual condition.
4. Ability to take initiative and proactively assess incoming voicemails.
5. Some computer skills required (Windows based, experience with Microsoft Office a plus).
6. Commitment to demonstrating personal integrity through punctuality, honesty, an ability to follow instructions, proper attention to detail in all work matters, and a willingness learn from others.
7. An ability to work independently, take initiative, set priorities in accordance with the needs and mission of the clinic, multi-task, and problem solve in a fast-paced work environment.
8. Flexibility to adapt to changing or stressful conditions, including unanticipated changes to working schedules or locations.
9. Adequate written and verbal communication skills for communicating coherently and professionally with patients and co-workers.
10. Conscientious of departmental and organizational policies and procedures, and able to embrace and personify the mission of the NHC.

Required Knowledge, Experience, or Licensure/Registration

1. High School Diploma or its equivalent.
2. Clinical experience preferred (desirably in a clinic, acute care, or triage setting), but new graduates with an interest in community health are encouraged to apply.
3. LPN a bonus.
4. COVID and flu vaccines.
5. This is not a remote position.

Exempt Status

Non-Exempt

*To comply with the Americans with Disabilities Act of 1990 (ADA), which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental and environmental conditions of the essential duties of the job.

Acknowledgment

I have read and understand my job description, and I have discussed my job requirements and responsibilities with my supervisor.

Employee Name

Employee Signature and Date

Supervisor Name

Supervisor Signature and Date
