

Licensed Nursing Assistant (LNA)

GENERAL DESCRIPTION: Under the general supervision of the Clinical Director, and clinical leadership of the Registered Nurse (RN), and in collaboration with the clinical team, the LNA performs clinical nursing procedures and functions within the New Hampshire (NH) LNA Scope of Practice. He/she supports the plan of care for each patient, as determined by the health care team, and in accordance with the goals of the Mascoma Community Health Center (MCHC). Effectively communicates with patients/families and members of the clinical team. Acquires and maintains current knowledge and competency in performing appropriate clinical functions. Works to improve patient satisfaction. In addition, the LNA supports the general daily operations of the clinic by answering and making phone calls, assisting with prior authorizations for medical and dental prescriptions, procedures, and equipment, and any other patient services functions that may be required. The LNA provides clinical assistance to all healthcare providers and participates in clinical and special programs as appropriate.

RESPONSIBILITIES:

Clinical/Patient Service Functions:

- Assesses and documents patient vital signs including height and weight, and reports all abnormal findings to the provider.
- Performs limited health screening procedures under the direction of the RN including, lab procedures.
- Prepares and stocks exam rooms for patient visits.
- Performs clean-up functions for lab, exam rooms, and other common areas.
- Assists with patient intake and discharge procedures as directed by the RN or Medical Provider.
- Collaborates effectively with patient, patient's significant others, and members of the health care team.
- Maintains the MCHC electronic medical record tracking system for required preventive services.
- Documents care accurately and thoroughly in the electronic medical record.
- Communicates patient status and patient concerns through verbal, electronic, and written means with other members of the health care team, as appropriate.
- Adheres to all established agency policies and procedures.
- Maintains knowledge of infection control policies and procedures.
- Assists the RN in maintenance and proper functioning of medical and lab equipment.
- Assists the RN in maintaining sufficient supplies in patient care areas.
- Assist the RN with inventory, stocking, storage and organization of medical supplies.
- Demonstrates competence in providing age appropriate care.
- Completes mandatory OSHA in-services annually.
- Assists in promoting a safe, clean, comfortable environment for patients and staff.
- Answers and returns phone calls to patients, vendors, community members, and others
- Covers for front desk reception whenever needed and appropriate, performing duties such as scheduling, direct interfacing with patients, obtaining quotes and prior authorization from medical and dental insurance companies, etc.

General:

- Demonstrates an understanding of MCHC's mission in performing all aspects of the position.
- Demonstrates commitment to, and understanding of MCHC's Service Excellence Standards by modeling service excellence in all internal and external relationships, addressing service excellence deficits in staff, and in performance of all duties and responsibilities of this position.
- Demonstrates a caring and helpful attitude when interacting with patients, vendors and fellow employees. Strives to build cooperative partnerships with internal and external customers.
- Demonstrates sensitivity to needs of diverse patients and employees regarding culture, language, gender and disability.
- Understands and is committed to maintaining highest level of confidentiality and adheres to MCHC's policies on confidentiality.
- Participates in continuing education programs and obtains contact hours sufficient to maintain LNA licensure.
- Provides additional assistance within and outside of clinical arena, as requested and/or as appropriate, to ensure the ongoing success of the organization.
- Willingness and ability to work evenings and weekends as needed.
- Participates in other program activities as appropriate.
- Performs other duties or responsibilities as assigned.

MINIMUM QUALIFICATIONS:

- Current NH Nursing Assistance License (LNA).
- Two years of experience in clinical setting.
- Experience in primary care and ambulatory healthcare setting preferred.
- Current BLS Certification preferred