

HEALTHCARE TECHNICIAN

Desert Senita Community Healthcare is seeking a Healthcare Technician to join our team. Desert Senita Community Healthcare is a Federally Qualified Community Health Center (FQHC), with 2 sites in Ajo and Arizona City.

PURPOSE

Assists medical staff in the administration of patient care in assigned clinical areas. Provides patient transportation using DSCHC owned vehicles. Delivers medications from DSCHC pharmacy to patient homes. Assists the care team with patient case management, care navigation, and insurance plan enrollment. Assists front desk staff by supporting telephone and walk-in patient traffic. Assists with the coordination of care by setting patient appointments, coordinating referrals, and providing patient education as directed. Performs general administrative duties in accordance with AAAHC, CLIA, HRSA and government standards, as well as company policies and procedures.

ESSENTIAL FUNCTIONS

Under the direct supervision of the RN Practice Manager and Director of Nursing within established policies and procedures, the incumbent performs the following functions:

- Assists medical staff in the administration of patient care, including greeting patients and escorting them between facilities and services.
- Provides patient transportation to and from their home/work/school to DSCHC and related appointments.
- Answer telephone calls and walk-in patient inquiries by providing timely and accurate information.
- Schedules patients for appointments with providers and other services.
- Supports warm hand-offs between DSCHC patients and patient services.
- Responds to patient information requests.
- Delivers patient medications dispensed by the DSCHC pharmacy to patients at home.
- Assists patients in the setup and maintenance of Remote Patient Monitoring technology.
- Assists patients with the coordination of their care.
- Provides patient navigation services, including assisting patients with enrollment in insurance plans and programs.
- Works closely with the Quality Improvement team, the Care Coordination team, and the Outreach team to provide timely patient education information to patients and families.
- Contacts patients by telephone and other electronic means for outreach purposes and to schedule patients for preventive healthcare exams and services.
- Recognizes emergency situations, seeks assistance and intervenes appropriately.
- Obtains accurate patient vital signs-BP, RR, Temp, Pulse, O2 saturation, height and weight under the supervision of Medical Staff. Reports out of range results to Nurse or Physician.
- Interacts with patients regarding clinical complaints for effective and immediate response and resolution.
- Participates in quality assurance activities and all training seminars (OSHA and others).
- Interacts and communicates professionally with co-workers.
- Takes message, generates tasks, and assist medical staff with return phone calls to patients.
- Identifies patient and family needs and communicates with providers.
- Maintains patient confidentiality at all times.

- Assists with transfers of patients to the Emergency Room/hospital, as needed.
- Keeps nursing area and exam rooms stocked, clean and orderly.
- Is familiar with all Departments and services provided at Desert Senita Community Health Center.
- Participates in appropriate role in disasters, fire drills, fires and other emergency situations.
- Exercises care in the operation and use of equipment and reference materials.
- Performs routine cleaning and preventative maintenance to ensure continued functioning of equipment. Maintains work areas in a clean, safe and organized manner.
- Performs similar or related duties as requested or directed.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

Individuals must possess the knowledge, skills and abilities listed or be able to explain and demonstrate that the individual can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities and possess the necessary physical requirements with or without the aid of mechanical devices to safely perform the essential functions of the job.

- Ability to deliver patient care in a manner that is appropriate to the patient's age, physical ability and intellectual development.
- Must be able to demonstrate proficiency patient transportation and the delivery of medications while safely operating a motor vehicle.
- Ability to express or exchange ideas by means of the spoken word and/or written word.
- Essential functions include activities in which incumbent must convey detailed or important spoken instruction to patients, physicians, families and other employees, accurately, loudly or quietly.
- Ability to receive detailed information through oral communication and to make fine discriminations in sound.
- Ability to wear safety glasses, gloves, gowns, masks and other safety equipment as necessary.
- Visual acuity sufficient for work which deals largely with visual inspection involving small anatomic or physiologic details as well as the whole patient and sufficient for preparing and analyzing data and figures, accounting, transcription, computer terminal operation, extensive reading and visual inspection involving small parts/devices.
- Ability to endure periods of heavy workload and stress.
- Ability to work with frequent interruptions and respond appropriately to unexpected situations.
- Requires the ability to perform repetitive or routine duties working from detailed instructions and under standard procedures. Requires making minor decisions.
- Ability to communicate effectively and establish a cooperative, collaborative working environment.
- Ability to accept constructive feedback and initiate appropriate actions to correct situations.
- Ability to maintain good communications; ability to establish and maintain positive working relationships with employees, physicians, patients, families and the public.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS

Physical requirements include ability to bend body downward and forward by bending spine at the waist; bend legs at knee to come to rest on knee or knees; bend the body downward and forward by bending leg and spine; extend hand(s) and arm(s) in any direction; stand for sustained periods of time; move about on foot to accomplish tasks; use upper extremities to exert force in order to thrust forward, downward, or outward; use upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion; raise objects from a lower to a higher position or move objects horizontally from position-to-position; pick, pinch, type or otherwise working with fingers and palm; perceive attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips. Ability to exert up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently and/or constantly to lift, carry, push, pull or otherwise move objects.

As a condition of employment, DSCHC employees are required to qualify for an Arizona Level One Fingerprint Clearance Card

To apply, complete and submit our online application and upload your cover letter and resume:
www.desertsenita.org/join-our-team

For questions, please contact HR at HR@desertsenita.org.

This is a general description of the kinds of duties and responsibilities that are performed by employees who have this title. It shall not be construed as an all-inclusive determination of the specific duties and responsibilities of any particular position. It is not intended in any way to limit the right of any supervisor to assign, direct and control the work of employees under his/her supervision.

In any organization or job, changes take place over time. Although an effort will be made to keep job-related information current, this is not an all-inclusive list of job responsibilities. Ajo Community Health Center, d.b.a. Desert Senita Community Health Center reserves the right to revise or change job duties and responsibilities as the business need arises. In compliance with EEOC 29 CFR part 1630, if the essential functions of this position cannot be performed in a satisfactory manner by the employee, further accommodations shall be made if it does not constitute undue hardships upon this organization.

Desert Senita Community Health Center (DSCHC) will recruit, hire, train, and promote persons in all job titles without regard to age, color, disability, gender (including gender identity), marital status, national origin, race, religion, sex, sexual orientation, veteran status, or other status protected by applicable law. In addition, all personnel actions such as compensation, promotion, demotion, benefits, transfers, staff reductions, terminations, reinstatement and rehire, company-sponsored training, education and tuition assistance, and social and recreational programs will be administered in accordance with the principles of equal employment opportunity.