



Rooming Associate Position Description

Employee: _____
Positions Supervised: None
Status: Full Time, M-F
Classification: Non-Exempt

Date of Hire: _____
Supervisor: Director of Clinical Operations
Last Revised: 8/6/2024

Position Summary: Under the general supervision of the health care provider and Director of Clinical Operations, the Rooming Associate is responsible for assisting patients in promoting, maintaining, and improving health outcomes in collaboration with skilled practitioners.

Primary Duties:

- Prepare examination rooms for patients, keeping the rooms neat, clean, and appropriately stocked.
- Show patient to examination room and interviews patient to obtain an appropriate history, current medical information, chief complaint, reconcile current medications, vital signs, etc.
- As directed by the provider(s) and within scope, provides health education, prepares for and independently performs intra office procedures and/or testing which may include venipuncture, administration of injections/immunizations, pulmonary function tests, ear irrigations, hot/cold packs, EKGs, breathing treatment, lab testing, dressing changes, wound cleaning, hearing and vision tests, etc.
- Documents all patient encounter information accurately and concisely using appropriate medical terminology within the electronic health record (EHR).
- Aides provider in recognizing completion of care guidelines and metrics, utilizing standing orders.
- Maintains confidentiality of all patient information and adheres to policies/safety practices as established by FCHC.
- Utilize screening tools to assist in identifying barriers to care and working with patients and families for connection to appropriate community resources, including assisting with transportation requests and/or needs.
- Other duties may be assigned from time to time.

Competencies/Skills:

- Demonstrates strong, effective oral expression and comprehension, while maintaining customer satisfaction.
- Proper phone etiquette.
- Demonstrates ability to work in a team environment and act independently, as situations arise.
- Demonstrates ability to obtain vitals, perform all in-house testing and procedures and administration of immunizations and injections.
- Demonstrates proper sterilization and infection control practices.
- Develops and maintains skill level on appropriate computer systems including NextGen, Outlook and Microsoft Office Suite, specifically Word and Excel.
- Demonstrates understanding and importance of accurately recording patient encounter information in the appropriate fields and templates within the EHR.
- Demonstrates ability to assess patient flow and is attentive to the needs of the patient and clinician.
- Ability to manage time effectively.
- Applies professionalism to all interactions with health center patients, employees, providers, contractors and vendors.
- Demonstrates dependability through good attendance and punctuality.
- Willingness to learn, embrace change and maintain a positive attitude.
- Demonstrates knowledge of community resources available to clients based on needs and/or barriers identified through working with clients and their families.

Experience, education/training and licensure:

- High school diploma or G.E.D. equivalent.
- Completion of an accredited medical assistant program minimum. Medical Assistant certification or registration preferred.
- Graduate of an accredited school of practical nursing required. Current LPN license registered with the state board of nursing required.
- Current Basic Life Support certification.
- 2 years of experience in ambulatory primary care or related office setting.
- 1 year of Electronic Health Record (EHR) experience preferred.

PHYSICAL REQUIREMENTS & ENVIRONMENTAL CONDITIONS:

Must be able to push, pull and assist in lifting up to 50 lbs. May be exposed to loud noises. Must be able to stand and sit for extended periods of time, stoop, bend, reach, show manual dexterity, and clearly communicate with office personnel and external customers. May be exposed to blood and bodily fluids.

Attestation:

1. I have read the duties and responsibilities for my position as listed in this Position Description.
2. I understand what is expected of me in the performance of my duties and responsibilities.
3. I am able to perform my duties and responsibilities with/without any restrictions.

Employee

Date

Supervisor

Date

Chief Executive Officer

Date Approved

This job description is intended to indicate the basic nature of the position(s) allocated to this class and examples of typical duties that may be assigned. It does not imply that all position within this class will perform all of the duties listed, nor does it attempt to list all possible duties that may be assigned.