

# Sterling Health Solutions, Inc.

## Job Description

Title: Clinical Support Specialist  
LPN/CMA/Phlebotomist  
Supervisor(s): Medical Director  
Department: Medical Services  
Effective Date: September 12, 2012

### **Job Summary**

The Clinical Support Specialist is responsible for assisting with all aspect of patient care as needed to ensure a smooth patient flow and increased patient satisfaction.

### **Duties and Responsibilities**

1. Prepare patients for medical examination, to include measuring and recording vital signs, chief complaint and other information into the Electronic Health Record.
2. Assist the medical care provider during examinations and procedures.
3. Draw blood and collect samples from patients, and prepare specimens for laboratory analysis.
4. Post and oversee lab charges, and complete lab requisitions.
5. Complete quality controls on lab equipment.
6. Prepare, stock, clean and maintain equipment and rooms for patient visits.
7. Triage patients and respond to inquiries in person or by telephone.
8. Monitor lab and other patient care supplies and make request for supplies purchase to Supervisor when needs are present.
9. Maintain OSHA standards in lab and all patient care areas, including cleaning logs.
10. Maintain records of outside testing and ensure results are returned.
11. Maintain recall list and send out recall reminders.
12. Implement the orders of the medical care provider, including notifying patients of test results.
13. Educate patients and/or their families about their condition, medication, and/or self-care skills.
14. Screen for and perform refill requests per provider instructions.
15. Obtain preauthorization as required for surgeries, procedures, and medicines.
16. As needed, assist co-workers with answering the phone, registering patients, checking patients in and out, and billing.
17. Appropriately handles patient complaints.

### **Knowledge, Skills and Abilities**

#### *Required*

- Maintain patient confidentiality at all times.
- Be courteous and respectful to patients and co-workers at all times.
- Ability to work effectively with providers, staff and third party payors
- Ability to work independently, establish priorities, and coordinate work activities
- Ability to work under pressure
- Ability to use good judgment to accomplish goals

### **Credentials and Experience**

#### *Required*

- High School Diploma or GED
- On-the-job Training

### **Credentials and Experience**

#### *Preferred*

- Associate's Degree in Nursing AND Active Unrestricted Kentucky License as a Registered Nurse OR
- Successful Completion of Accredited CMA Program and Current Certification through National Registry Exam

### **Special Requirements**

Requires sitting, standing and walking for extensive periods of time. Requires working under stressful conditions or working irregular hours. Requires frequent exposure to communicable diseases, body fluids, toxic substances, medicinal preparations and other conditions common to a clinic environment. The employee frequently is required to reach with hands and arms. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Ability to work with a moderate noise level in the work environment is required.

*The above information is intended to describe the most important aspects of the job. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required in order to perform the work. The health center reserves the right to revise or change job duties and responsibilities as the business need arises. Additionally, this job description is not intended as an employment contract, implied or otherwise, and the Center continues to maintain its status as an at-will employer.*

*If the essential functions of this position cannot be performed in a satisfactory manner by the employee, reasonable accommodations may be made.*

### **Signature of Incumbent**

*I hereby acknowledge that I have read and understand the above mentioned job duties, qualifications, policies, and procedures for this position. I also certify that I received a copy of this job description.*

Incumbent: \_\_\_\_\_ Date: \_\_\_\_\_