JOB DESCRIPTION

JOB TITLE: Licensed Vocational Nurse (LVN)  FLSA: NON-EXEMPT
REPORTS TO: Clinic Manager / LVN Supervisor  GRADE: _________
REVISED DATE: February 2019

LOCATION

□ __________________________________________________________

POSITION SUMMARY: The principle function of the Licensed Vocational Nurse is to provide safe patient care by assisting Clinic Providers with treatments, procedures and clerical duties as defined in the Licensed Vocational Nurse Scope of Practice. The Licensed Vocational Nurse will demonstrate competence in patient care for infants, children, adolescents, and adult patient population. The LVN will ensure the delivery of quality patient care and efficiency of patient flow.

EDUCATION / QUALIFICATIONS:
- Completion of High School and or GED
- Completion of vocational school - LVN training
- Current License to practice in the State of California as an LVN
- Ability to communicate well in oral and written English
- CPR/BLS certification
- Phlebotomy Certificate
- Minimum of one year experience in an outpatient setting preferred
- Ability to problem solve and prioritize tasks
- Proven reliability, trustworthiness, flexibility, and high ethical standards
- Ability to handle multiple tasks and work effectively with minimal supervision
- Interest in working with diverse ethnic groups
- Demonstrated ability to treat all individuals with respect
- Successful completion of TCC orientation and 90-day probation period
- Successful completion of clinical competency validation including special care and management of equipment.
- Excellent interpersonal and communication skills
- Demonstrated ability to listen and communicate with others in a professional and caring manner.
- Demonstrated proficiency with Clinic Practice Management System (EPIC) within three months after attending training.
- Proficient Clinical skills – Catherization, Injections, Vitaling, and rooming patients

SCOPE / ORGANIZATION RESPONSIBILITY

Contacts: Typically within own department, including patients and families and occasionally externally; exchanges require explanation and interpretation and involves matters possibly sensitive in nature.

Financial Accountability: responsible for personal use of resources, supplies, and materials
Impact of Decisions: Short term decisions, impact usually limited to task related activities and immediate coworkers.

Judgment: Sets priorities for own work within overall guidelines; manages own work flow in cooperation with others.

Continually increase system knowledge. Understand and uphold TCC’s mission and vision.

Ensure Staff maintain accuracy and meet productivity standards. Work efficiently in Electronic Management System (EPIC). Follow department/clinic policies and procedures.

Provide responsive high quality Customer Service through providing accurate timely, effective communications (verbal & written); to support the mission and vision of The Children’s Clinic; to meet the needs of our customers (patients, families, visitors, team members, supervisors, other staff, external and community partners); our department, and the organization.

ESSENTIAL DUTIES AND FUNCTIONS:

1. Mammograms
   a. Normal Mammogram Results
      - LVN to document under Problem List / Health Care Maintenance with Smart Text:
        Mammogram / Date of Exam **** Resulted: **** (Negative/ Positive) Bi-Rads ****
        Recommendation **** (When to Repeat): LVN initials on Paper report - Documented in Epic and forwards to MD for review and co-sign. Once reviewed by provider report sent to medical records for scanning.
   b. St Mary’s & Los Coyotes – Additional information needed: such as requesting assistance with scheduling patient (unable to contact), requesting prior Mammogram films or results. LVN to assist with delegating task to Medical Assistant and forwarding to MD for review.

2. Walk In Schedule - LVN to view and manage flow for SMTF Walk In Schedule throughout day - Goal to have walk in addressed or plan of action within 45 minute time frame from Present status
   a. Patients requesting Medication Refill, Chart is reviewed to see if in fact patient needs an encounter with a provider Same Day or future or appointment can be made.
      i. If patient has eligible insurance and has been seen recently, Refill Encounter will initiate and sent to provider requesting refill. Patient to be informed of outcome. Follow up appointment will be scheduled in appropriate time frame if one is not already scheduled.
      ii. If Uninsured and patient needs medication refill if appropriate patient will be advised to wait for no-show or given the option of calling for an Open Access appointment with their Primary Care Physician.
      iii. LVN to maintain Continuity of Care as a priority and move patients to providers schedule as slots become available.
      iv. If Primary Care Physician has no availability (all patient’s showing for appointments) LVN to review all providers schedule and place with any provider with openings for care of acute issue such as medication refill, Urinary Tract
3. Request for Laboratory and X-ray Orders from Specialty Office or PCP

   a. Lab Orders - In basket orders, verbal orders, or outside correspondence from Specialty Providers
      Orders Encounter will be initiated for lab orders, LVN to place & pend Laboratory order in EPIC under provider direction, coordinate with patient and Medical Assistant to give patient instruction.

   b. X-ray Orders – In baskets, verbal orders or outside correspondence from Specialty Providers
      Orders Encounter will be initiated for X-Ray orders, LVN to place & pend X-ray order in EPIC under provider direction, coordinate with patient and Medical Assistant to give patient instruction.

4. New Patients

   a. Document within Epic New Patient History
   b. Document within Epic all current medications and allergies with patient.
   c. Obtain signed Medical Records Release from patient with previous MD information
   d. Assist patient with forms PHQ-9, Staying Healthy, & TB Risk Assessment
   e. Document within Epic any Immunizations that patient has received from prior MD
   f. Identify Chief Complaint, and determine with patient priority, i.e., Medication Refill vs. Pap Smear

5. Refill Request & Prior Authorization for Medication

   a. Research request for Medication Refill and if needed submits Refill Encounter within Epic request to Primary Care Physician or covering Physician.
   b. Prior Authorizations for Medication, LVN obtains correct form from Care Coordinator and initiate form to best of knowledge prior to giving to provider for completion
   c. All Incoming Faxes for Refill request are reviewed prior to giving to PCP to insure in fact refill is needed, and patient does not already have refills
   d. Liaison between patient, provider, and pharmacy resolves any inquires in timely manner
   e. Durable Medical Equipment: LVN to assist provider to fill out request or prescription for DME Supplies.

6. Case Management / Patient Education

   a. Assist providers with patient education and comprehension of treatment plan for complex or chronically ill patients under provider instruction.
   b. Works closely with Care Coordinators and Case Manager to research any unresolved or denials for referrals or specialty appointments.
7. **In- Baskets**
   a. Provider Administrative Pool – Pool to be reviewed at a minimum of 3 times a day, log to be kept and signed off by LVN / and Supervisor

   Examples of messages that can be addressed by LVN
   - Medication Refills – research request and if in fact refill needed pend request to provider pool.
   - Authorizations for Medications- Prepare the authorization with supporting documentation and submit
   - Patient request updates on referrals – communication message to care coordinators to assist and contact patient.
   - Any items that do not need a provider to address – LVN to assist with message and remove from pool

8. **Vaccines**
   - Assist Vaccine Coordinator with ordering of Purchased Vaccines & Vaccine For Adults
   - Oversee Patient Assistant Program for TDap and Pneumovax
   - Report Weekly to providers vaccines in stock

9. **Weekly Medical Assistant Schedule**
   - Coordinate with Pediatric Supervisor week prior to anticipate needs of both departments due every Thursday by end of business day
   - Coordinate breaks and lunches for Medical Assistants
   - Daily Schedule for Medical Assistants to be posted in Department night prior.

10. **Oversee Mail and Faxes Correspondence** to insure that being completed at a minimum 2 times a day by assigned staff

11. **Forms** – LVN to fill out all fields able to and forward to provider within 1-2 business days

**Additional Responsibilities**

- Maintains regulatory compliance of all back office/nursing activities (i.e. Logs, QC’s, and Nursing Stock Meds) and oversees compliance at designated site.
- Performs staff competencies and annual competencies as coordinated with Nurse Manager/Clinic Manager.
- Delegates to and follows up with Medical Assistants and Licensed Vocational Nurses to accomplish smooth and efficient patient flow through clinic.
- Works as a team player, and be willing to assist other members in other duties within his/her capabilities and aids the clinic team in providing quality efficient patient care.
- Maintains open communication with other clinic staff.
- Maintains professional demeanor and excellence in customer service consistently with patients, caregivers, clinicians, and staff
The Children’s Clinic, “Serving Children and Their Families”

Additional Responsibilities

- Evaluates minimum competency of MAs in the following areas annually at Site in collaboration with Clinic Manager/ Nursing Manager:
  1. Vitals.
  2. Injections Technique
  3. Vaccine Dosages
  4. Audiometry
  5. Snellen
  6. Obtaining Specimens such as urine and blood
  8. Completion of CHDP forms according to age.

- Assist the Nursing Manager/Clinic Manager at all sites in the preparation of audits by various agencies.
- Willingness to perform clinic support duties such as; medical records, patient registration, referrals, operator/appointment scheduling.
- Willingness to commit to goals and mission of TCC.

* See LVN Job Description for additional responsibilities

Physical Demands: Frequent standing, walking; handling; eye-hand-foot coordination. Frequent typing, pulling, pushing, and reaching. Occasional sitting when charting, completing forms and lab requests, transcribing orders and reading reports; driving automobile; climbing/balancing on step stool to reach supplies/equipment in cupboards/cabinets; climbing stairs; occasional stooping; kneeling, crouching, crawling, running, and reaching. Continuous use of corrected vision; depth perception, wide field vision and color vision. Continuous use of auditory, olfactory and tactile senses. Occasional pulling to 150 pounds; pulling to 250 lbs with 1 to 2 man assist; lifting to 150 pounds; carrying up to 25 pounds.

Technical Requirements: Frequent use of medical and laboratory equipment, telephone system and office equipment i.e. keyboard, typewriter, computer, printer, FAX machine, copier, and general office supplies. Occasional use of wheelchair, gurney and other patient assisted devices for transfers.

Mental: Duties require attention to detail, alertness, problem solving, tolerance to stress and exercising sound judgment. Also requires mathematical ability, scientific logic, abstract thinking and intuitive sense.

Communication Demands: Frequent talking to public clinic staff and patients. Talking on telephone; training/giving instructions; receiving instructions and writing composing written language (English). Ability to work with diverse individuals and target groups such as mentally-ill, alcohol and substance abusers and homeless individuals.
WORKING CONDITIONS:

Indoor office setting. Space is limited, air conditioned environment. Occasionally required to be outdoors for travel, and can be exposed to variable weather conditions. Occasional inter-clinic travel. occasional exposure to noise, moisture, noxious odors and gases. Occasional exposure to dust, dirt, cold, biological and chemical agents.

Work hours: 8 hour work days with variable/flexible hours depending on project needs. Overtime may be required.

EMPLOYEE: ___________________________________________________ DATE: ___________________

SUPERVISOR: _________________________________________________ DATE: ___________________

HUMAN RESOURCE DIRECTOR: _______________________________ DATE: _________________