



POSITION DESCRIPTION

POSITION TITLE:	Acupuncturist	DEPARTMENT:	North Hollywood
REPORTS TO:	Lead Physician & Chief Medical Officer	FLSA STATUS:	Full-time, Exempt
HOURS:	Full Time; Hours vary, evening may be required, telephone on call duties required		

High-Quality Health Care for All

The mission of Valley Community Healthcare is to improve the health and wellbeing of our community by providing high-quality comprehensive healthcare services regardless of ability to pay.

We're in this together

Enhancing relationships with staff, businesses, foundations, and community leaders who share our vision of high-quality healthcare for all.

We're providers of patient-centered care

Empowering patients to take responsibility for, and share in, decisions regarding their health status, forming a partnership between patient and healthcare provider.

We're forward-thinking, accountable leaders

Assuring organizational viability through high standards of administrative and fiscal accountability while managing growth responsibly and strategically.

Under the supervision of the Chief Medical Officer (CMO), the Acupuncturist is responsible for providing comprehensive Chiropractic care to an ethnically and socially diverse patient population in accordance with protocols, policies, and procedures. The Acupuncturist will ensure a high level of quality in delivery of patient services. In addition, the Acupuncturist must provide leadership and will also manage specific clinic programs or initiatives within their specialty as assigned.

CORE JOB RESPONSIBILITIES (Essential Duties):

1. Patient services: Ensures that patients/clients receive quality, timely, professional care in accordance with VCH's mission and values, and leads the care team by utilizing the Patient Centered Medical Home model.
 - Review patient's medical history, physical findings, and diagnosis made by a physician to ascertain symptoms or disorder to be treated.
 - Provide acupuncture therapy and health education related to acupuncture.
 - Review and update client's treatment goals.
 - Document, both clinically and for billing purposes, and in a timely basis, all patient encounters.
 - Supervise acupuncture volunteers as needed.

2. Compliance: Ensures services provided comply with regulatory agency requirements, contractual obligations and funding sources.
 - Performs/supervises functions, duties and services in compliance with regulatory agencies, contractual obligations and funding sources such as HRSA, CHDP, EWC, Medi-Cal, Medicare, Health Care LA IPA, Family Pact, and Title X.
 - Participates in the review, revision, and implementation of policies and procedures to ensure health practices are in full compliance with regulatory requirements.
 - Oversees the maintenance of records/documents in accordance with clinic policies and procedures, contractual obligations, regulations, and funding sources.
 - Review request of release of information and determines appropriate PHI to be released.
 - Monitors strict adherence to: universal infection precautions as established by the Center for Disease Control and Prevention; Occupational Safety and Health Administration; DHS/OA; and clinic standards.

3. Administrative
 - Participates in Quality Improvement initiatives, Quality Assurance assessments, peer review processes, performance evaluations, and maintains confidentiality.
 - Participates in team meetings and administrative tasks as assigned by the Chief Medical Officer.
 - Actively reviews no-show visits and lab results.
 - Reviews and implements guidelines and protocols as disseminated by administration.
 - Responds to patient questions for treatment advice, directs staff to schedule patient appointments.
 - Participates or collaborates with marketing and other health education staff on education and patient recruitment health fairs.
 - Maintains current knowledge-base and appropriate licensure and provides proof of Continuing Education activities and board certification activities to clinic administration.
 - Maintains productivity and quality of care per VCH standards.
 - Ensures compliance with license requirements as stated in Title 22.
 - Performs miscellaneous job-related duties as assigned.

4. Communication:
 - Creates and maintains effective interpersonal relationships with all employees; keeps employees informed of changes which may affect the work environment.
 - Communicates effectively with all levels of staff throughout the clinic by consistently utilizing and facilitating effective strategies to encourage collaborative problem solving and decision making.
 - Trouble shoots difficult problems or situations and takes independent action to resolve them.
 - Through teamwork and accountability exhibits behaviors and attitudes of courtesy and respect for all staff at the clinic in accordance with its mission and values.
 - Establishes and maintains effective and positive working relationships with representative of outside agencies, government entities, vendors, as well as other clinical staff, volunteers, and staff; represents the clinic site when appropriate.
 - Ensures patient confidentiality and demonstrates complete discretion when discussing patient information.

5. Fiscal management:
 - Practices cost-effective medicine by executing appropriate laboratory and prescription orders in line with clinic preferred laboratory and drug formulary.

- Completes documentation for clinic sessions in a timely manner ensuring accuracy and completeness to ensure the clinic can collect funds for the services. Notes / Billing to be completed within 24 hours of visit.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- Prior experience in a fast paced and large volume patient care/customer service establishments.
- Passion for learning and receptive to teaching.
- Passion for educating patients.
- Ability to communicate clearly.
- Ability to work with little supervision.
- Takes initiative to problem solve before escalating to supervisor.
- Ability to establish and maintain effective working relationships with patients, employees, and the public.
- Bi-lingual English/Spanish preferred.
- Customer Service – manages difficult or emotional customer situations: Responds promptly to customer needs; meets commitments.
- Interpersonal Skills – focuses on solving conflict; maintains confidentiality; listens to others without interrupting; keeps emotions under control.
- Oral Communication – speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings.
- Written Communication – writes clearly and informatively.
- Teamwork – contributes to building a positive team spirit.
- Visionary Leadership – inspires respect and trust.
- Ethics – treats people with respect.

Qualifications:

- Graduation with Doctorate from a school accredited by the Accreditation Commission for Acupuncture and Oriental Medicine (ACAOM).
- Successful completion of a supervised clinical internship-training program approved by the State of California Acupuncture Board.
- Licensed Acupuncturist in the state of California.
- DAOM (Doctor of Acupuncture and Oriental Medicine) certification from NCCAOM (National Certification Commission for Acupuncture and Oriental Medicine).
- At least 5 years of work experience.
- Familiarity with Medi-Cal and Medicare coding & documentation requirements
- Knowledge to diagnose patients correctly in terms of traditional Chinese Medicine.
- FQHC Experience preferred.
- Current BLS (Basic Life Support) certification.
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Comfortable using telemedicine technology and electronic medical records.
- Skill in acupuncture, acupressure, muscle manipulations, therapeutic massage, and herbal medicinal instructions.
- Excellent communication skills with the ability to explain medical terms and conditions to a non-medical audience.

- Strong observation skills to accurately evaluate patients demeanor and identify symptoms
- Thoughtful and compassionate.