

Bartz-Altadonna Community Health Center

Family Practice Physician

Classification: Exempt
Location: Lancaster, CA

Reports to: Chief Medical Officer
Date Prepared: November 7, 2019

Our Commitment to Our Patients

Bartz-Altadonna is a services business dedicated to helping people heal. Our patients are our customers. We always remember that the patients' needs always comes first and that while the "patient is not always right, the patient is never wrong."

We expect ourselves to always provide the highest quality customer service possible. We achieve this by providing polite, courteous, and prompt attention to the patient. This can include escalating patient concerns up the chain of command if needed.

We treat our patients courteously and give them proper attention at all times. We never regard a patient's question or concern as an interruption or an annoyance. We promptly respond to inquiries from patient's whether in person or by telephone promptly and professionally.

Our desire to assist the patient obtain the help he/she needs is evident through our conduct. A telephone caller is not left on hold for an extended period of time. We immediately identify the patient's concerns and direct incoming calls to the appropriate person and make sure the call is received. The same conduct applies to patients inside the facility. If an employee is unable to assist the patient with their concerns, we direct the patient to someone who is able to assist. We do not argue with the patient.

Another way we show our conduct is through documentation. All our correspondences and documentation, whether patient or non-patient related, are neatly prepared and free from error. We understand that attention to accuracy and detail in all paperwork demonstrates our service commitment to all whom we do business with.

Finally, we show our conduct through development of good overall business practices. We strive to develop and maintain a pleasant, efficient, and fair work environment that fosters cooperation and understanding. We achieve this by being:

- On time and ready for work at the beginning of their workday
- Careful and conscientious in the performance of their work
- Respectful and considerate of others
- Courteous and helpful when dealing with patients, other staff members and with volunteers, supporters, and the general public.

JOB DESCRIPTION

Bartz-Altadonna Community Health Center

Summary

This position will play vital role in the Health Center's primary care program. Successful candidates will be able to provide comprehensive medical services for patients of all ages. The candidate will be responsible for meeting, assessing and diagnosing patients in our clinic and providing them with healthcare services that meet the national standards of care.

Essential Functions:

1. Promotes and believes in BACHC mission statement "Helping People Heal".
2. Believes and aligns with BACHC core Values of Compassion, Respect, Integrity, Accountability and Teamwork.
3. Treats everyone equally regardless of racial, ethnic, religious, social, and economic status or background.
4. Performs all job functions in a professional and courteous manner.
5. Provides excellent customer service to internal and external clients/patients by being responsive to all inquiries in a timely manner.
6. Performs job duties collaboratively with health center management and exercises good judgement.
7. Fosters and promotes a culture of service excellence and accountability with focus on patient safety.
8. Consistently adheres to a high standard of professional ethics; conducts self in an ethical manner and is a role model to others.
9. Ensure patient information is always secure and confidential.
10. Perform evaluation and treatment of patients in an outpatient clinic setting.
11. Assess medical needs and develop a care plan and preventive health maintenance, assess acute needs, chronic conditions.
12. Keep accurate, concise, and thorough documentation of all medical history, exam results, and discussions with patients in relation to their health care. Close all notes in the EMR in a timely manner.
13. Review and sign off on all laboratory and radiology results. Ensure that there is patient follow up when necessary.
14. Initiate and follow through on specialist referrals. Communicate with specialist providers when necessary.
15. Serve as a clinic supervisor for mid-level providers.
16. Meet productivity standards for care providers, including a goal of seeing 16-24 patients daily.
17. Participate in care team huddles, provider meetings, and all-staff meetings.
18. Perform all other related duties as assigned.



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Education

1. At least 3 years of experience in a related role outside of their residency
2. Licensed to practice medicine in the state of California
3. DEA certificate
4. CPR Certification

Skills / Experience

1. A keen interest in helping the underserved population (e.g. the homeless population).
2. FQHC Experience a plus
3. Familiarity with Quality Measures a plus
4. Able to be successfully credentialed by BACHC.
5. Strong communication and interpersonal skills
6. Bilingual (English and Spanish) a plus

Physical Demands

This is a physical position that will require standing on your feet, and walking. This would require the ability sit, walk, bend or stand as necessary, and ability to lift up to 25lbs.

Other physical demands of the position include but are not limited to:

1. Use of hands to handle, control, or feel objects, tools, or controls
2. Repetitious movements
3. Sit for long periods of time
4. Bend and twist the body
5. See details of objects nearby

Reasonable accommodations may be made for individuals with disabilities to perform the essential functions of the position

Position Type and Expected Hours of Work

This is a Full-time position. Days and hours of work are Monday through Friday, hours range from 7:30am-6:30pm with occasional approved overtime.

Travel

On occasion travel will be required.



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Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice to fit the needs of this position and BACHC.

BACHC is an At Will and EEO employer

Signatures

This job description has been approved by all levels of management:

Supervisor _____ Date _____

HR Director _____ Date _____

CEO _____ Date _____

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee _____ Date _____