JOB TITLE: WMMC Scribe FLSA STATUS: Hourly- Union

DEPARTMENT: Wallowa Memorial Medical Clinic DATE: March 2023

REPORTS TO: Clinical Supervisor APPROVED BY: Clinic Administrator

JOB SUMMARY:

Provides indirect patient care in the office setting; provides premier care that meets the psychosocial, physical and general aspects of care; meets the communication needs of patient and family; provides premier care that reflects the mission of the District. This position is under the supervision of a provider and clinical supervisor.

MISSION, VISION and VALUES adherence:

The successful candidate(s) must share and demonstrate through job performance (and will be evaluated on) the ability, willingness and successful application of support for the Mission, Vision and Values of the District:

Mission: To provide premier Health Care

Vision: To be a recognized leader in mission focus, quality care, and fiscal strength

Values: Compassion, Respect, Integrity, Quality, Stewardship, and Family

ESSENTIAL DUTIES and RESPONSIBILITIES: includes the following and other duties may be assigned. Nothing in this job description should be inferred to condone an employee acting out of their scope of license. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* Provides indirect patient care under the supervision of a provider and clinical supervisor.
* Transcribe provider’s dictation into chart notes for the provider’s review, signature, and corrections for inclusion into patient’s medical record.
* Provide patient service by updating medical histories and medication records.
* Places medical provider orders and referrals in EMR as appropriate and approved by provider.
* Submit electronic charges for all services performed at the provider’s direction.
* Scrub patient charts to verify patient is current in health maintenance of disease.
* Accurately enters data in the patient’s medical record. Documentation done in EMR compliant with Meaningful Use standards.
* Ensures confidentiality of patient records and all communications.
* Communicates appropriately and clearly to coworkers, medical providers and office supervisor.
* Maintains established office policies and procedures, objectives, performance improvement program.
* Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas
* Must have ability to pace work time, getting required work done and taking breaks as required.
* Maintain cooperative working relationship with medical providers, clinic staff, patients, other organizations and the public to provide premier patient care and customer service in a courteous manner.

QUALIFICATIONS and EXPERIENCE: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

* High School Diploma or equivalent education is required.
* Medical terminology preferred.
* Minimum 1-year experience in outpatient clinic or inpatient setting preferred.
* Ability to communicate effectively and work closely with all patients, physicians, clinic personnel, visitors, and outside agencies.
* Excellent verbal and written communication skills.
* Strong computer skills in EHR, Word, Excel and Outlook preferred.
* Type 50 words per minute with 90% accuracy.
* Knowledge of medical office procedures and methods.

CORE COMPETENCIES:

* Compassion – Welcomes, mentors and receives new team members. Shows concern for the welfare of others.
* Respect – Manages conflict with respect and dignity for others. Attempts to address issues before escalating.
* Integrity – Owns professional development and seeks self-development. Uses good judgment in resolving job problems. Generates and evaluates alternative solutions and makes effective and timely decisions.
* Quality - Pays close attention to detail. Strives to achieve excellence in all things.
* Family – Creates and participates in a team environment. Applies effective interpersonal and problem-solving skills when responding to coworkers, patients and visitors.

POSITION SPECIFIC COMPETENCIES:

* Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Actively looking for ways to help people.
* Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
* Active Listening --- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
* Time Management — Managing one's own time and the time of others. The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
* Writing --- Communicating effectively in writing as appropriate for the needs of the audience.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

WCHCD CODE OF CONDUCT and CONFIDENTIALITY STATEMENT:

As an employee of Wallowa County Health Care District (WCHCD) you must agree to abide by the following code of Conduct/Confidentiality Statement.

I understand and agree that in the performance of my duties I must hold medical information in confidence. I understand that any violation of the confidentiality of medical information may result in punitive action. I will at all times protect the safety of our patient/residents understanding that they are our “customers” and the reason for our employment. I will avoid any and all personal conflicts of interest as it relates to my position at this facility. I agree to abide by the dress code for WCHCD. I will not use any of the assets of WCHCD for personal use. I will abide to all rules and regulations of the State of Oregon and the United States in relation to the operation of a medical facility. I will treat my co-workers at all times in a professional & courteous manner. I will strive to always work as a team player with my co-workers. I agree to report any perceived medical/facility operation noncompliance issues immediately to the CEO.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I have read and understand the above job description.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature Date: