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**Job Description**

**Clinical Liaison**

First and foremost: We recognize communication as our most vital tool. Every employee should focus on communicating across the system to ensure we are functioning as a team. This will require active communication with patients, team members in your department as well as other departments, managers, and physicians. You are encouraged and expected to look for ways to use communication to solve challenges and enhance the patient experience.

**Summary:**    Assists in the delivery of exceptional individualized patient care under the direct supervision of a physician or physician assistant.

**Essential Functions:**

* Provide excellent customer service to internal and external customers through prompt response and courteous communication.
* Assist physician in chart completion including documentation of patient exam, assessment, and plan.
* Responsible for adding CPT and diagnosis codes into the electronic health record
* Initiates orders for MRI, CT, US and Bone Scans as directed by the physician on the day the patient is seen.
* Coordinates care with other departments and/or physician offices.
* Prompt response to all patient and other treatment provider concerns.
* Provide live phone support as needed for all incoming patient phone calls within the designated subspecialty

**Other Functions:**

* Obtain height and weight.
* Help facilitate entry of PFSH/HIA
* Obtain and document subjective history in EHR
* Anticipate ways to improve patient care and experience.
* Assists in the evaluation, development and effectiveness of systems and protocols.
* Participates in professional development activities and maintains professional affiliations.
* Other duties as assigned.

**Education:** Bachelors Degree in related field.

 Medical Assistant Certification

High School Diploma or GED with Medical Assistant Certification and preferably 2 years back office medical office experience.

**Experience:** 6 months experience in an orthopedic clinic or comparable.

**Skills:** Knowledge of EHR system. Type at least 40 WPM. Excellent communication skills. In depth knowledge of pharmacology, anatomy and physiology, and surgical procedures as well as treatment modalities. Must be able to spell accurately. Strong organizational skills. Ability to multi-task and prioritize. Ability to remain calm under pressure. Ability to maintain quality control standards. Knowledge of HIPAA and OSHA requirements.

**Supervision Received:** Reports to the Health Services Manager

**Positions Supervised:** None

**Ability to Release Money, Securities, and /or Narcotics: No**

**Responsibility for Confidentiality:** Employee will sign confidentiality agreement which clearly states all patient information is strictly confidential and is protected by federal and state laws and regulations that prohibit the unauthorized use and/or disclosure of patient information. Employee agrees to comply with POSC confidentiality policies and that this obligation remains in full force during the entire term of employment and continues in effect after such employment terminates.

# PHYSICIAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS

**JOB TITLE: Clinical Liaison**

N=Not part of job requirement; S=Seldom; O=Occasionally; F=Frequently; C=Constantly

**Physical Requirements:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **1. Strength** | **N**  | **S** | **O** | **F** | **C** |
| Able to push/pull objects less than 20 lbs. |  |  |  | X |  |
| Able to push/pull more than 20 lbs. |  |  | X |  |  |
| Able to push/pull more than 50 lbs. |  |  | X |  |  |
| Able to push/pull more than 100 lbs with assistance only |  | X |  |  |  |
| **2. Manual Dexterity** | N | **S** | **O** | **F** | **C** |
| Able to perform simple motor skills such as standing, walking, etc |  |  |  | X |  |
| Able to perform simple manipulative skills such as sweeping, walking, writing collating, etc. |  |  |  |  | X |
| Able to perform moderately difficult manipulative skill such as positioning patients, typing, etc |  |  |  |  | X |
| Able to perform difficult manipulative skills such as calibration of equipment, injections, etc |  |  |  | X |  |
| **3. COORDINATION** | **N** | **S** | **O** | **F** | **C** |
| Able to perform gross body coordination, such as walking, stooping, filing, etc |  |  |  |  | X |
| Able to perform tasks which require hand-eye coordination such as keyboard skill, IM injection, running power tools, etc |  |  |  |  | X |
| Able to perform tasks which require arm-hand steadiness such as taking B/P’s, calibration of tools and equipment, etc |  |  |  | X |  |
| **4. Mobility** | **N** | **S** | **O** | **F** | **C** |
| Able to walk |  |  |  | X |  |
| Able to stand |  |  |  | X |  |
| Able to sit for prolonged periods |  |  |  | X |  |
| Able to stand for prolonged periods |  |  |  | X |  |
| Able to remain in uncomfortable positions for long periods such as bending over tables, etc |  |  | X |  |  |
| **5. Visual Discrimination** | **N** | **S** | **O** | **F** | **C** |
| Able to see objects far away as in driving |  | X |  |  |  |
| Able to see objects closely as in reading equipment or patient assessment |  |  |  |  | X |
| Able to discriminate colors as in microscope slides, colors in electrical wires or warning lights |  |  |  | X |  |
| **6. Hearing** | **N** | **S** | **O** | **F** | **C** |
| Able to hear normal sounds with some background of noise as in answering phone, intercom, etc |  |  |  |  | X |

**Mental Requirements:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **1. Concentration** | **N** | **S** | **O** | **F** | **C** |
| Able to concentrate on detail with some interruption |  |  |  |  | X |
| Able to concentrate on detail with constant interruption |  |  |  | X |  |
|  |  |  |  |  |  |
| **2. Attention Span** | **N** | **S** | **O** | **F** | **C** |
| Needs to attend to task/function for 10-45 minutes at a time |  |  |  | X |  |
| Needs to attend to task/function for more than 60 minutes at a time |  |  |  | X |  |
|  |  |  |  |  |  |
| **4. Memory** | N | **S** | **O** | **F** | **C** |
| Able to remember task/assignment for full shift |  |  |  |  | X |
| Able to remember multiple tasks/assignments given to self and others during course of day |  |  |  |  | X |
| Able to remember multiple tasks/assignments given to self and others over long periods of time |  |  |  | X |  |

**Environmental Condition:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **1. Condition** | **N** | **S** | **O** | **F** | **C** |
| Exposure to blood, body tissues, or fluids |  |  |  | X |  |
| Exposure to hazardous waste materials other than blood, body tissues or fluids |  | X |  |  |  |
| Exposure to seasonal conditions in outside weather | X |  |  |  |  |
| Exposure to radiation |  | X |  |  |  |
| Exposure to toxins, cytotoxins, or poisonous substances | X |  |  |  |  |
| Exposure to dust |  |  | X |  |  |
| Exposure to other hazardous materials such as chemicals | X |  |  |  |  |
| Exposure to bodily injuries | X |  |  |  |  |
| Exposure to loud and unpleasant noises |  |  | X |  |  |
| Exposure to high humidity or wetness | X |  |  |  |  |
| Exposure to electrical hazards | X |  |  |  |  |
| Exposure to electro-magnetic radiation as in CRT’s (VDT’s) | X |  |  |  |  |

I have received a copy of this Position Description and I agree to abide by it. I realize that every effort has been made to make this Position Description as complete as possible, however, it in no way states or implies that these are the only duties I will be required to perform. The omission of specific statements of duties does not exclude them from the position or my performance review.

I understand there is comprehensive training required for this position and therefore, I will be required to give a minimum four (4) week notice of my intent to terminate my employment in order to receive a full pay out of any accumulated PTO time earnings that I may otherwise be entitled to.

Employee Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_