

POSITION DESCRIPTION

PRIMARY CARE HEALTH ASSISTANT – GORE HEALTH CENTRE LTD

NAME:

RESPONSIBLE TO: Business Manager, Rhonda Reid

FUNCTIONAL RELATIONSHIPS WITH:

Internal -
CEO
Reception and administrative staff
Nurses
Doctors
Nurse Practitioners
Hospital staff

External -
Patients and their families
Visitors
Other health professionals

MAIN PURPOSE OF THE JOB:

The Primary Care Health Assistant works under the direction and delegation of a Registered Nurse or General Practitioner to provide primary care nursing support, patient interventions and treatment within the Medical Centre. They will work collaboratively with the general practice team to meet the needs of patients, following practice policies and procedures. As part of the general practice team he/she will be responsible for providing patient-centred, culturally appropriate, and individual holistic care to patients.

Patients should feel that they have been dealt with in a friendly, courteous manner and that all that can be done for them, has been done. "Going the extra mile" is our philosophy.

Key Tasks			Standards/Outcomes Expected
1		Clinical Services	
	1.1	Support Services	Will work directly under the supervision of a Registered Nurse or General Practitioner to: a) Assist in patient assessments; b) Assist with routine examination and diagnostic tests e.g. BP, pulse, temperature, height, weight BMI c) Prepare and maintain environments and equipment before, during and after patient interventions d) Contribute to care planning e) Assist with the implementation of care plans f) Assist with evaluation of care plans g) Observe for changes in patient's health status and communicates observations in a timely

			<p>manner to Registered Nurse & appropriate members of the health team</p> <ul style="list-style-type: none"> h) Seek guidance from Registered Nurse as necessary i) Act as a chaperone as required. j) Attend home visits as requested in conjunction with a registered health professional k) Accept responsibility for actions and decision making within the scope of training l) At all times work within scope of training, practice and competencies. m) Ensure all written communication is comprehensive, logical, legible, clear and concise and uses acceptable abbreviations n) Use appropriate infection control procedures o) Understand and apply the principles of the cold chain p) Know the general principles of first aid and resuscitation and be able to undertake initial actions as appropriate. q) Provide back up and cover as required to ensure appropriate reception services are maintained. r) Ensure clinical workspaces, equipment and storerooms are clean and tidy as per practice protocols. s) Ensure equipment is cleaned and sterilised in the correct manner and is available for use when required. t) Demonstrate a professional attitude and helpful manner in interactions with patients and staff. u) Demonstrate responsible use of and maintenance of consumables and equipment.
	1.2	Maintaining and improving health	<p>Provide timely clinical and culturally appropriate health services under the supervision of a Registered Nurse through -</p> <ul style="list-style-type: none"> a) Use of recall and reminder systems and referral, as appropriate, to national screening programmes. b) Maintain the educational resources (waiting room notice board) to assist people to reduce or change risky and harmful lifestyle behaviour. c) Ongoing care and support for people with chronic and terminal conditions. d) Give accurate and appropriate information to patients and groups within own competence
2		Financial	
	2.1	Invoicing	Ensure all patient services undertaken are charged out in accordance with appropriate protocols.

	2.2	Compliance	When processing claim subsidies from any funding agency all compliance clauses must be adhered to.
	2.3	Other	Assist with the provision of information for practice reporting requirements, as requested.
3		Practice Supplies & Maintenance	
	3.1	Stocks of materials	Maintain adequate levels of stock for materials and equipment in all treatment and consulting rooms, ensuring no item is past its expiry date. This includes: a) Emergency trolley and associated drugs and IV fluids b) Drug stocks held in consulting and treatment rooms c) Drugs and other items in storerooms d) Drugs and vaccines in the vaccine fridge e) Oxygen cylinders f) Dressing and other treatment supplies g) Emergency/Home visit case.
4		IT System	
	4.1	Accuracy of information	All information you enter into the PMS system is accurate, appropriate and in accordance with agreed protocols.
5		PHO Involvement	
	5.1	Patient PHO enrolment	Supporting other staff by assisting in promoting the benefits of enrolling in the PHO, to patients.
6		Communication	
	6.1	External	Professional liaison with other health professionals is maintained. Relates in a professional manner and communicates effectively to support the patient through the healthcare experience.
	6.2	Internal	All staff are informed, as appropriate, about anything that they should be aware of regarding a patient, or regarding the internal workings of the practice. Staff and team meetings are attended as requested. Understand and value the roles, knowledge and skills of all health care team members in relation to own responsibilities.
	6.3	Staff Problems or Issues	All staff problems or issues are referred to the practice manager in the first instance.

7		Quality	
	7.1	Clinical Notes	All patient interactions must be accurately recorded in the clinical patient notes within 24 hours of seeing the patient.
	7.2	Other	Practice in accordance with agreed standards of care
			Be familiar with all the practice policies and procedures
			Alert team members to issues of quality and risk in the care of patients
			Be responsible for managing your own time
8		Reception Management	
	8.1	Receive and welcome	All visitors are received promptly and courteously.
	8.2	Arrival	All patients are indicated as 'arrived' in the PMS system.
	8.3	Message taking	Accurate messages are recorded, including time, date, name of caller, phone number, message and initials of call taker.
	8.4	Appointments	Accurate patient appointments are made according to guidelines.
	8.5	Communication and liaison	Enquiries from patients, visitors and others are dealt with courteously and as quickly as possible.
	8.6	Patient registration	New patients who wish to register with the practice are registered and then enrolled with the PHO in accordance with guidelines. Patient notes are requested from previous provider. Patient file made up and put in the filing system. Patient details entered into the computer system.
	8.7	Patient details are updated	Patient details are maintained and checked on a regular basis.
	8.8	Patient transfers	Following the appropriate guidelines, patients transferring out of the practice will have their medical notes sent to their new provider within 5 days.
9		Waiting Room	
	9.1	Patients are informed	Patients are informed as to any delays occurring.
	9.2	Waiting room monitored	Waiting room is monitored to ensure all patients have been arrived and that there are no problems. Patients who seem very ill or upset are to be taken to a nurse's room for privacy and triaged as per protocols.

	9.3	Kept clean and tidy	Waiting room and children's play area is kept clean and tidy.
10		Accounting	
	10.1	Patients are charged	Patients are charged accurately in accordance with charging guidelines.
	10.2	Payments are receipted	All payments are processed and receipted in accordance with guidelines.
	10.3	Banking	Banking is reconciled at the end of every shift and any discrepancies accounted for in accordance with guidelines.
	10.4	Subsidy schedules	All eligible patient subsidies are accurately entered and claimed (may also include claims processing).
11		Office	
	11.1	Filing	Patient filing is accurately completed within 24 hours of being put in filing tray. Patient files are kept in the appropriate order categorized and in chronological order.
	11.2	Incoming mail	All incoming mail and faxes are dated and processed as they arrive.
	11.3	Outgoing mail	All outgoing mail is correctly addressed and put in mail bag for postage.
	11.4	Document scanning	Documents are scanned within 24 hours of being put in the scanning basket.
	11.5	Email	Email is monitored and actioned on the day it is received. All patient email to be acknowledged as having been received.
	4.6	Stationery & kitchen supplies	Stock levels of stationery and kitchen supplies are kept at an adequate level.
12		Compliance	
	12.1	Compliance	All complaints to be referred to the Practice Manager in the first instance.
	12.2	Privacy Act & Health Information Privacy Code (HIPC)	Total confidentiality and privacy of patients is maintained.
	12.3	Health & Safety	Comply with established health and safety policies regarding handling of instruments, infection control, storage of drugs and disposal of sharps and other potentially dangerous equipment and substances. Comply with current NZ legislation. Identify and report any situations that may impact on patients or staff
	12.4	Health & Disability Code of Rights	Comply with patient's code of rights when dealing with patients and their families

	12.5	Treaty of Waitangi	Be culturally sensitive to patient needs with a commitment to the Treaty of Waitangi
13		Personal Development	
	13.1	Training needs	Take responsibility for own developmental learning and performance, including participating in supervision Take responsibility for maintaining a record of own personal development Work with management on any new training requirements Be aware of legal issues pertinent to your role
	13.2	Meetings	Attendance is expected at all staff meetings and team meetings.
14		Other	
	14.1	Other duties	Hours of work are set out in the Employment Agreement, however there may be times when you are required to undertake other duties outside of these hours as requested. This may involve attendance at meetings, staff meetings or training sessions.

Date this document was initially agreed upon:

Next review date:

Position Holder's name:

Position Holder's signature:

Business Manager's name:.....

Business Manager's signature:.....