

Job Description

Submit To : CN=Linda L Vorhees/OU=SRMC/O=CHP

Job Status: Draft

Job Code: HNW768

Job Title: Coord Support Svcs Tech

Pay Grade:

Department #: 7010

Department: Laboratory

Reports To: Support Services Specialist

FLSA Status: Nonexempt Exempt

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Approved By: Will Cason

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Summary

Functions proficiently in the collection and processing and limited testing of biologic specimens within predetermined guidelines establishes a professional relationship with patients communicates effectively with other health care personnel interprets test requests; handles phone inquiries and gives information to callers

Essential Duties and Responsibilities

Job duties included but not limited to

Collection/ Process Duties (not limited to):

- Performs specimen collection and test protocols according to Standard Operating Procedure(SOP).
- Follows infection control and safety policies procedures and Universal Precautions at all times
- Performs collections on all age groups and degrees of difficulty
- Demonstrates knowledge of growth and development
- Is able to conduct age appropriate assessment and provide age appropriate care
- Use appropriate communication techniques and recognizes age specific responses to treatment
- Dates and initials lab documents and specimens as stated in SOP
- Follows up and documents discrepancies of unexpected results
- Processes and distributes specimen to proper location
- Provides collection instruction and information to patients

General Duties (not limited to):

- Is able to assess emergency situations and respond calmly and quickly following the standard operating procedures
- Manages difficult or emotional situations with themselves, patients and co-workers.
- Able to give and receive accurate information
- Demonstrates verbal and written instructions or asks for clarification
- Displays teamwork at all times
- Produces accurate results
- Follows policies and procedures Supports affirmative action and respects diversity
- Practices the Core Values- Excellence, Human Dignity, Justice, Mercy, Sacredness of Life, Service.
- Adheres to rules regulations and policies Understands and respects patient rights
- Performs duties in and ethical manner and operates within scope of position
- Ensures clean and safe patient environment Cleans, organizes and stocks work area chairs, and carts.
- Uses equipment and materials properly Identifies, reports and handles hazardous and infectious waste properly
- Insures daily tasks are completed
- Performs opening and closing duties
- Perform department duties as a team
- Able to identify available resource material independently

Customer Service Duties(not limited to):

- Listens and responds to patient needs Respects and protects patient's confidentiality and privacy at all times
- Treats patients and families with compassion Adapts communication to meet patient needs
- Handles telephone inquiries with courtesy and accuracy
- Gives information to callers or able to route call to the appropriate source
- Prioritizes and dispatches samples order and containers(if applicable).
- Acts as a resource in phlebotomy and specimen processing
- Displays courtesy and sensitivity Responds promptly to customer needs Solicits customer feedback to improve service
- Schedules time off in advance Begins working on time Keeps absences within guidelines
- Ensures work responsibilities are covered when absent
- Arrives at meetings and appointments on time
- Solicits customer feedback to improve service Accepts patient feed back and provides it to appropriate leader
- Follows up on concerns if needed in a timely manner
- Responds to department needs as necessary

Order Entry Duties (not limited to):

- Identifies/corrects duplicate and erroneous orders
- Performs computer and order entry accurately and checks orders accurately

Technical/ Education Duties (but not limited to):

- Participates in performance improvement efforts
- Strives to increase personal productivity
- Develops efficient work methods
- Seeks ways to improve systems and services
- Focuses on achieving patient satisfaction
- Maintains current certifications and completes required education on time and pursues continuing education
- Ensures skills are current
- Demonstrates appropriate skills and knowledge as applies to task at hand
- Exhibits ability to learn and apply new skills
- Complies with and supports departmental policies and changes Is willing to learn new techniques and procedures
- Understands equipment operation
- Maintains equipment in working order
- Documents, verifies and releases results according to procedure and priority (if applicable).
- Runs pending list for incomplete work and resolves any outstanding work and ensures it is complete (if applicable).

Team Work Duties (not limited to):

- Balances team and individual responsibilities Exhibits objectivity and openness to others views.
- Gives and welcomes feedback Contributes to building a positive team spirit Puts success of the team above own interest
- Cooperatively adjusts to necessary job assignments and schedule changes
- Accepts criticism and feed back
- Changes approach or method to best fit the situation
- Identifies problems in a timely manner
- Gathers and analyzes information skillfully and is able to develop alternative solutions
- Resolves problems in early stages
- Works well in group problem solving situations

Performs other duties as assigned

Performs all duties with or without accommodations listed in the Physical Demands section of this job description

Leadership Responsibilities

This job has no supervisory responsibilities This individual must participate in team activities and occasionally be the team leader

Corporate Responsibilities

Awareness of and compliance with the Corporate Responsibility Program which includes executing duties in accordance with all policies and regulations affecting one's job; and reporting all concerns or violations of medical center policies, procedures, and governmental regulations

Qualifications

To perform this job successfully an individual must be able to perform each essential duty satisfactorily The requirements listed below are representative of the knowledge skill, and/or ability required Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Certificates, Licenses, Registrations

<input checked="" type="checkbox"/> Certificate	<input type="checkbox"/> Registrations
<input type="checkbox"/> Licenses	<input type="checkbox"/> N/A

Required: Certification by a Nationally recognized organization such as ASCP or IAP. Certification must be completed at one year from hire date

Education and/or Experience

Education:	<input checked="" type="checkbox"/> HS	<input type="checkbox"/> Associates	<input type="checkbox"/> Bachelors	<input type="checkbox"/> Masters
Years of Experience	<input checked="" type="radio"/> Zero	<input type="radio"/> 1-3	<input type="radio"/> 3-5	<input type="radio"/> 5+

Required: One year certificate from college or technical school or one year experience and/or training, or equivalent combination of education and experience

Preferred: 1-3 years of experience Medical terminology course

Communication/Interpersonal Skills

Incumbents must be able to explain instructions to patients and their families and/or expelling departmental or hospital procedures to employees, visitors, and patients. Such situations required the incumbent to be able to communicate clearly however, communications of this nature are not highly sensitive or complex As part of a small group the employee is required to interact with physicians in a positive oriented manner

Examples:

Analytical Skills

The work requires the ability to analyze and solve problems that require the use of basic clinical or technical principles. Examples at this level include reconciling journals and ledgers, performing multi-step laboratory and diagnostic tests under the direction of technical staff, recognizing changes in patient's conditions, and organizing departmental files and records.

Examples:

Decision Making

Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations. Job is performed in accordance with instructions and procedures but requires the ability to organize work, set priorities, and inform supervisor when exceptions need to be made.

Examples:

If Doctor's order is not clear the employee should understand it is their responsibility to clarify order with physician.

Other Skills and Abilities

Computer Skills :

Windows

Works within a windows environment and is familiar with the functionality of the windows tools .

Microsoft Office Suite

Has proficiency working with the applications found within Microsoft Office Suite , including Microsoft Word , Excel, PowerPoint and Access.

Internet/Intranet

Internet/Intranet: Has the ability to access the organization's intranet and is familiar with the different content and page layouts. Can access information from the different sites within the web page . Can access the internet and search for relevant material as it relates to the current job .

Clinical Applications :

Powerchart

PharmNet

SurgiNet

ProFile

FirstNet

Must be able to access the appropriate applications . Must be able to use the functionality of the applications for the successful completion of the employee's essential job requirements . Maintains the security of the system and access codes per hospital policy .

Other Skills :

Operate fax, copier, laboratory information system phones, scanners, radios, HIS, and all applicable electronic devices. Some staff may have access to PHS and AS400 for scheduling Therapeutic phlebotomies and other duties as assigned.

Physical Demands

Sedentary Light Medium Heavy Very Heavy

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job the employee is regularly required to stand; use hands to finger, handle, or feel; talk or hear. The employee frequently is required to bend, climb or balance and stoop, kneel, crouch, or crawl. The employee is occasionally required to sit.

The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move more than 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Examples:

Work Environment

High Medium Low

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

While performing the duties of this job the employee is occasionally exposed to moving mechanical parts and fumes or airborne particles. The employee is occasionally exposed to risk of electrical shock risk of radiation, and vibration.

The noise level in the work environment is usually moderate

Moderate to high risk of exposure to disease and/or blood borne pathogens eg. TB, meningitis, HIV, hepatitis. Moderate risk of ionizing radiation exposure. Personal protective devices and apparel are provided and expected to be used as indicated in the procedure.

Document History

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