

**FULTON COUNTY MEDICAL CENTER  
JOB DESCRIPTION**

**POSITION TITLE:** LICENSED PRACTICAL NURSE (LPN) – EXPRESS CARE  
**REPORTS TO:** DIRECTOR OF ACUTE CARE SERVICES  
**REVISION DATE:** February 2018

**I. POSITION SUMMARY:**

A Licensed Practice Nurse, under the supervision of the physician or physician extender, assesses, plans, and administers direct patient care in Express Care. The Express Care LPN performs a wide variety of nursing functions and is primarily responsible for supervision of the clinical area, patient education, and with physician supervision answers patients' medical questions, reviews laboratory and tests reports and handles medical emergencies. The position requires a thorough knowledge of facility policies and procedures and an excellent overall knowledge of the medical office setting. At least two years' experience in physician office or urgent/express/walk-in care setting preferred. The LPN will also be required to do a variety of computer tasks to include nursing notes, H&P's and scheduling. Responsible for providing consistent quality and efficient customer service to all patients, guests, and staff.

**II. EDUCATION REQUIREMENTS/LICENSURE/CERTIFICATION/REGISTRATION**

Required: Graduate of an accredited school of nursing with a current LPN license to practice nursing in Pennsylvania; knowledge of the Meditech software (or equivalent) system; knowledge of e-prescribing system; knowledge of prior authorization process for various insurance companies; strong background in physician office practice or urgent/express/walk-in care setting; thorough medical knowledge in adult/children medicine and immunizations/injections; experience in assisting providers with procedures and autoclaving/sterilization techniques; excellent communication skills and rapport with patients; excellent organizational skills with attention to detail; ability to maintain patient confidentiality; knowledge of OSHA, CLIA, and HIPAA regulations, ability to apply and modify the principles, methods and techniques of nursing to provide on-going patient care; ability to identify problems and recommend solutions; ability to develop and maintain department performance improvement. Phlebotomy preferred but not required.

**III. CUSTOMER FOCUSED EXPECTATIONS:**

While performing the essential functions of this position, the staff member must strive to keep the mission, vision, and values of the Fulton County Medical Center, and be committed to the improvement and best interests of the facility and the services of Express Care.

**IV. TYPICAL PHYSICAL DEMANDS:**

Work involves standing and walking 50% of the time, with frequent exertion of physical effort in positioning, lifting or moving patients and equipment; bending, squatting, twisting and kneeling. Sitting on a hard or cushioned chair. Reaching to heights of up to 2 feet overhead. Able to move rapidly in response to unpredictable emergencies. Near visual acuity with color perception in order to decipher fine print, detect changes in patient's skin color and colors of medications or solutions. Auditory acuity sufficient to hear phone conversations, overhead pages, alarms, heart and lung sounds, normal voice tones when not facing the individual and able to hear as well as see blood pressure readings with accuracy. Able to operate hand and foot controls. Manual dexterity, digital sensitivity and flexibility to check pulses and temperatures of patients and start IV's. Good hand/eye coordination. Must establish priorities amount the essential functions of the job and coordinate these functions with others; able to speak, read, and write the English language. The employee is subject to hazards, including electrical current, infectious diseases and blood borne pathogens.

**V. TYPICAL MENTAL DEMANDS:**

The ability to deal with pressure to meet deadlines, to be accurate, to handle constantly changing situations and to create a positive work environment. The ability to deal with a variety of people, the ability to deal with stressful situation and handle conflict. The ability to communicate verbally and in writing in a professional manner. The ability to gain new skills and knowledge necessary for the performance of essential job functions. The ability to give, receive and analyze information.

**VI. WORKING CONDITIONS:**

The normal workweek of the practice consists of (40) forty-hours per week. Specific hours are addressed on an individual basis depending on the needs of the department. Possible exposure to electrical current, infectious diseases, and blood-borne pathogens.

**VII. EQUIPMENT TO BE USED:**

All equipment used to perform patient care and for satisfactory performance of the position. Instruments may include those necessary to perform patient testing and procedures, documentation, and communication. Office machines may include computer, Internet for information, Telephone, Fax Machine, Copier, Scanner and Shredder.

**VIII. FACILITY WIDE COMPETENCY REQUIREMENTS (see attached)**

**IX. ESSENTIAL FUNCTIONS (see attached)**

**X. NON-ESSENTIAL FUNCTIONS (see attached)**

- Mid Probation** 45 days after hire
- End Probation** 90 days after hire
- Annual**



Employee Name: <input style="width: 95%;" type="text"/>	Department: <input style="width: 95%;" type="text"/>	Current Title: <input style="width: 95%;" type="text"/>	Supervisor Name/Title: <input style="width: 95%;" type="text"/>
--	---	--	--

<b>Methods of Measurement Include the Following:</b>		<i>AGES SERVED</i>	
<input type="checkbox"/> Direct Observation	<input type="checkbox"/> Documentation	<input type="checkbox"/> Neonates (< 30 days)	<input type="checkbox"/> Adults (> = 18 years and < 65 years)
<input type="checkbox"/> Feedback from staff or patients	<input type="checkbox"/> PI Reports	<input type="checkbox"/> Infants (> 30 days and < 1 year)	<input type="checkbox"/> Geriatrics (> = 65 years)
Period Covered by this Evaluation: <input style="width: 95%;" type="text"/>		<input type="checkbox"/> Pediatrics (> = 1 year and < 13 years)	<input type="checkbox"/> Not Applicable
		<input type="checkbox"/> Adolescents (> = 13 years and < 18 years)	

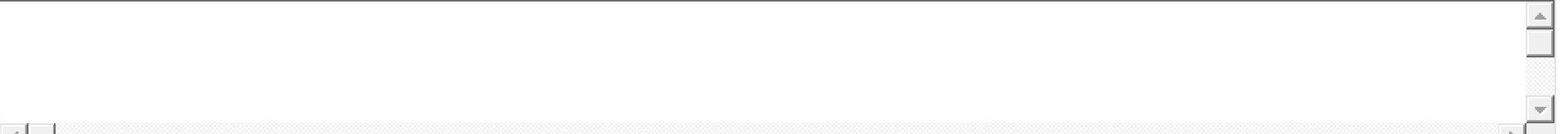
	Rating			
	D	M	E	
<b>FACILITY WIDE COMPETENCY</b>				<div style="border: 1px solid gray; height: 400px; width: 100%; position: relative;"> <div style="position: absolute; top: -15px; right: -15px; border: 1px solid gray; width: 15px; height: 15px;"></div> <div style="position: absolute; bottom: -15px; right: -15px; border: 1px solid gray; width: 15px; height: 15px;"></div> </div>
<b>INSTITUTIONAL AND/OR PROFESSIONAL STANDARDS</b> <ul style="list-style-type: none"> <li>Comply with regulatory agencies, and institutional and operating systems.</li> <li>Adhere to all Hospital Policies and Procedures as they apply to the area.</li> <li>Knowledge and adherence to Infection Control and Environment of Care Guidelines and Procedures as they are described in the annual education module.</li> <li>Protect patient/customer confidentiality.</li> <li>Comply with HIPAA regulations as they apply to the job.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>PERFORMANCE IMPROVEMENT</b> <ul style="list-style-type: none"> <li>Adhere to current organizational Performance Improvement priorities</li> <li>Participate in quality studies through data collection</li> <li>Make recommendations and take actions to improve structure, system or outcomes</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
<b>CUSTOMER SERVICE</b> <ul style="list-style-type: none"> <li>Demonstrate the values of the organization: respect, honesty, integrity, compassion, fairness, innovation and stewardship of our resources.</li> <li>Demonstrate commitment to serving the customer.</li> <li>Demonstrate excellence in communication with the customer.</li> <li>Create a welcoming environment for the patients, family and other interdisciplinary team members</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

ESSENTIAL FUNCTIONS	D	M	E	Comments
Document on each patient's record all observed or expressed health care needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<div data-bbox="1543 129 1984 1404" style="border: 1px solid gray; height: 80px; position: relative;"> <div style="position: absolute; top: -10px; right: 0; border-bottom: 1px solid gray; width: 100%; text-align: right;">▲</div> <div style="position: absolute; bottom: -10px; right: 0; border-top: 1px solid gray; width: 100%; text-align: right;">▼</div> <div style="position: absolute; left: -10px; bottom: 0; border-right: 1px solid gray; width: 100%; text-align: center;">◀ ▶</div> </div>
Provide each patient care in a safe, comfortable and private environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Assist in development and implementation of clinical protocols	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Assist in development and implementation of triage protocols	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Assists with infection control protocols of the office	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Maintain a smooth patient flow calling then escorting patients from the waiting room to the exam room. May escort patients back to the waiting room upon completion of office visit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Comply with all OSHA, CLIA, Infection Control and HIPAA regulations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Answers the nurse line for appropriate provider, triages medical calls, consults with the provider and gives advice to Medical Assistants and patients per physician as necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Assist with patient callbacks, including calls to relay test results, under the direction of the MD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Record and report laboratory and test results received from outside laboratories and hospitals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Maintain drug sample storage and meet with pharmaceutical representatives as needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Administer injections and medications upon order from provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
E prescribe to appropriate pharmacy and query PDMP as necessary as a surrogate on behalf of appropriate provider.				
Coordinate orientation/training for new clinical staff members	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Obtains vital signs and interviews patients to assess chronic/acute health problems or changes in status, and document such	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Conducts initial assessment of each patient's visit to include vital signs, urine specimen, and results	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Exam room preparation including cleaning up in preparation for next patient, restocking of supplies and assembling equipment and supplies for various diagnostic or treatment procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Prep patient for procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Assists physician with procedures	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receives and completes physician orders. Creates tasks for referrals and sends to appropriate staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide support to assigned provider including scribing, report retrieval, clinical duties, tasking, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Upon discharge, provides patient with discharge instructions, registers patient for any ordered lab work or x-rays, and schedules patient with follow up appointment when necessary.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Under the direction of physician, answers patient's questions, provides information to prepare patients for procedures and arrange for surgeries at the hospital.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coordinates, assists with and provides for patient education as directed by physician.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Receives incoming telephone calls to the nurse line for the appropriate provider. This may include requests for prescriptions/refills under the direction of the MD.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Perform medication authorizations and complete insurance and disability forms.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completes computer tasks such as Nursing notes, H&P's and scheduling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintains the clinical record accurately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Non Essential Functions:</b>	<b>D</b>	<b>M</b>	<b>E</b>	<b>Comments</b>
1. Participates in professional development activities: <ul style="list-style-type: none"> <li>a. In-service classes or on-line courses.</li> <li>b. Shares knowledge with others.</li> <li>c. Reads in-house communications</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Work Habits: <ul style="list-style-type: none"> <li>a. Complies with attendance policies. Hours are flexible depending on physician schedule.</li> <li>b. Dresses according to the departmental dress code</li> <li>c. Organizes time, sets priorities</li> <li>d. Spends free time in a constructive manner</li> <li>e. Complies with break and lunch policy</li> <li>f. Arrives to work on time</li> <li>g. Works well with co-workers in department</li> <li>h. Wears name badge with picture/name visible at all times.</li> <li>i. Spends free time in a constructive manner doing duties assigned and unassigned by manager.</li> <li>j. Pleasant attitude toward supervisor, co-workers and other staff</li> <li>k. Clock in and out on time.</li> <li>l. Notifies supervisor of time clock issues/mistakes.</li> <li>m. Stays in department when possible to serve customers and answer phones.</li> <li>n. Keeps work area clean at all times.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

o. Gives constructive ideas to improve department. p. Employee uses 2 patient identifiers.				
3. Initiative and judgment: a. Makes necessary work related judgments based upon factual information b. Completes assignments with minimal directions and in a timely manner c. Adapts to a changing work load	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

D= Does Not Meet Expectations	M= Meets Expectations	E= Exceeds Expectations
Comments:		
<div style="border: 1px solid black; padding: 5px;">  </div>		
Future Plans and Actions:		
<div style="border: 1px solid black; padding: 5px;">  </div>		
Employee Comments:		
<div style="border: 1px solid black; padding: 5px;">  </div>		
<p>To update our files, please answer the following questions:            Have you received a higher education degree in past 12 months: Yes___ No___            Please forward to Human Resources            Have you received a certification in the past 12 months: Yes___No___            Please forward to Human Resources</p>		

**I have reviewed this Performance Evaluation**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Evaluator Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Department Head or Designee Signature

\_\_\_\_\_  
Date

