

**FULTON COUNTY MEDICAL CENTER
POSITION DESCRIPTION**

POSITION TITLE: PATIENT CARE TECHNICIAN
REPORTS TO: EMERGENCY ROOM SUPERVISOR
REVISION DATE: MAY 2008

I. POSITION SUMMARY:

A Patient Care Technician is a professional employee with strong clerical and clinical experience who, under the direction of the Emergency Room RN/Acute Care RN, performs clerical, registration duties as well as provides care to designated patients.

II. EDUCATION REQUIREMENTS/LICENSURE/CERTIFICATION/REGISTRATION:

High school diploma with emphasis on business courses. Successful completion of a paramedic course preferred. Successful completion of PCT/ EMT course required. BLS certification. Experience in healthcare or related industry preferred, or successful completion of first year or clinical work in a nursing program. One year clinical experience with an ambulance service and /or on year clinical experience as an ER technician. Ability to follow procedures. Able to communicate effectively, both verbally and written. Possess clerical and basic mathematical skills. Able to complete tasks under little supervision. Computer experience desirable. Required to provide evidence of continued registry in their perspective professional associations.

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 the ER department.

IV. TYPICAL PHYSICAL DEMANDS: (subject to accommodation or modification as required)

1. Standing and walking 50-55% of the time, and sitting 45-50% of the time.
2. Lifting and/or moving patients of all ages, sizes and weights.
3. Hand-eye coordination, finger dexterity, functional visual ability, and depth perception. Color vision to perceive changes in patient's skin color and colors of medicines and solutions.
4. Reach with hands and arms, climb or balance, stoop or kneel.
5. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
6. Occasional exposure to outside weather conditions.

V. TYPICAL MENTAL DEMANDS: (subject to accommodation or modification as required)

1. Ability to read, analyze, and interpret common scientific and technical journals, financial reports, legal documents, and a variety of instructions.
2. Ability to respond to common inquiries or complaints from customers, regulatory agencies and members of the community, to manage stressful situations, and to handle conflict.
3. Ability to organize with attention to details.
4. Ability to work with and apply mathematical concepts to practical situations.
5. Ability to handle pressure of meeting deadlines, to be accurate, to manage constantly changing situations, and create a positive work environment.
6. Work includes tasks of technical nature that require planning and arranging own work independently and dealing with critical, tense situation which can cause psychological stress

VI. WORKING CONDITIONS:

The noise level and activity in the work environment is moderate to high. However, exposure to noise distractions and unpredictable behaviors will be experienced. Exposure to prolonged viewing of a computer terminal, eyestrain, and repetitive motions will also be experienced. Exposure to all patient elements including blood and body fluids, communicable and infectious diseases.

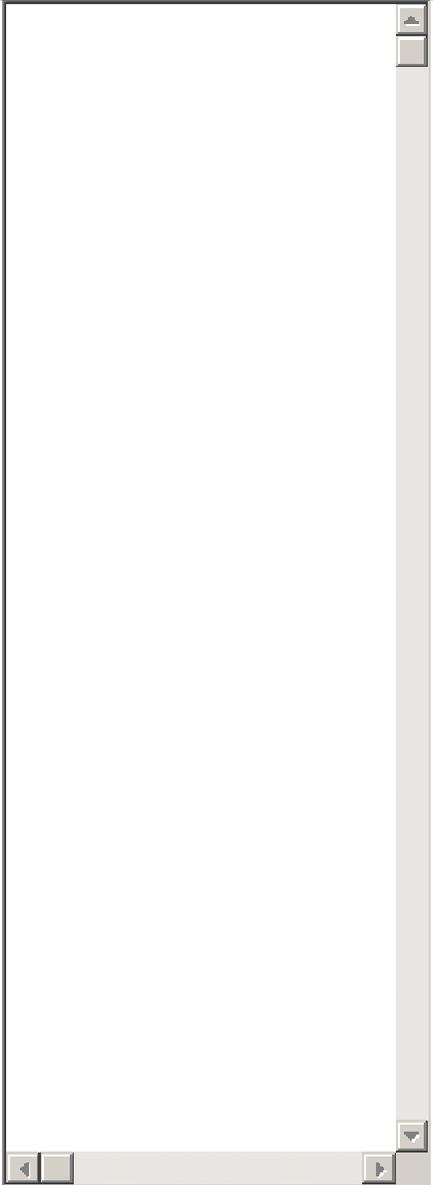
VII. EQUIPMENT TO BE USED:

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|----------------------|------------------------|---|
| 1. Computer | 9. EKG Machine | 17. Vital Check Machine |
| 2. Telephone system | 10. Pulse oximeter | 18. Tympanic Thermometer |
| 3. Printer | 11. Cardiac monitors | 19. Medical, surgical, and other emergency supplies |
| 4. Copier | 12. External Pacemaker | 20. Patient Charts |
| 5. Facsimile Machine | 13. Crash Cart | |
| 6. Calculator | 14. Defibrillator | |
| 7. Call Bell System | 15. Infusion Pumps | |
| 8. Postage Machine | 16. Glucometer | |

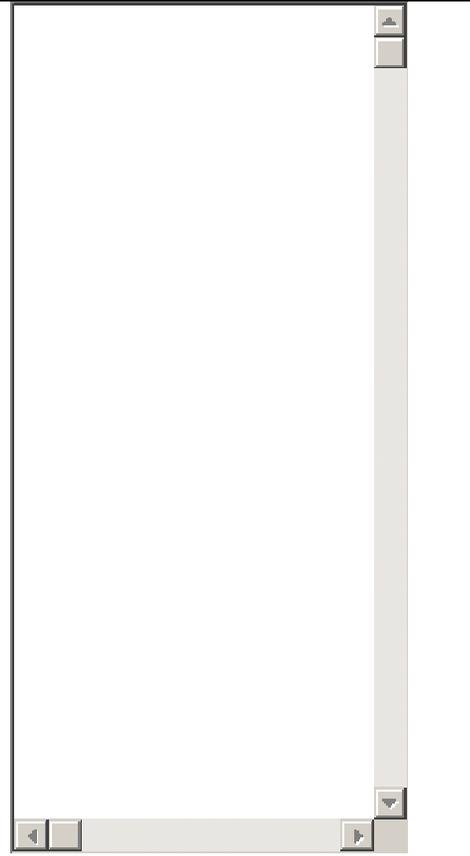
VIII. FACILITY WIDE COMPETENCY REQUIREMENTS (see attached):

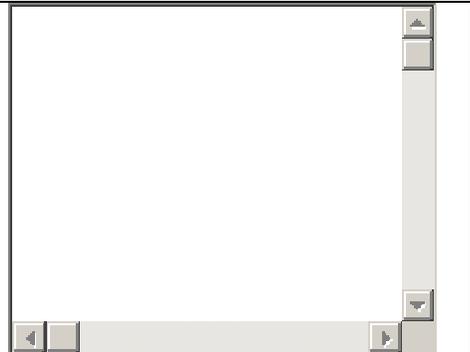
IX. ESSENTIAL FUNCTIONS (see attached):

X. NON-ESSENTIAL FUNCTIONS (see attached):

ESSENTIAL FUNTIONS	D	M	E	Comments
A. Performs general clerical duties by registering emergency room patients receiving signed consent for treatment, insurance forms and apply identification band to patient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
B. Notifying emergency room nursing personnel of patient's arrival and patient complaint.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
C. Notify emergency room nursing personnel immediatly of any serious injuries (chest pain, SOB, confusion, unresponsive patient etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
D. Interview patient or representative to obtain accurate personnel & demographic information to complete computerized registration.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
E. Explain hospital registration relative to consent for treatment charges and billing. Distribute information on hospital related payment policies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
F. Completing orders for Radiology, Lab, etc. and notifying these departments of request for services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
G. Distributes forms to appropriate departments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
H. Assists with arranging transportation for transfers to other facilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
I. Making copies of all necessary chart information for patient to take on transfer. (Labs, X-ray, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
J. Getting transfer papers signed by patient or representative.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
K. Checks charts to make sure they are complete and the charges are done.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
L. Enter all ER patients into ledger, entering date, time, patient name, address, age, clerk initials, Doctor, diagnosis, test preformed, insurance type, destination, discharge time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
M. Assist with setting up appointments with clinic doctors if needed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
N. Breaking down charts and filing in appropriate files.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
O. ANSWERING CALLS IN A PROFESSIONAL MANNER:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
P. Handling and directing outside calls and in house calls to/from the Emergency Room.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

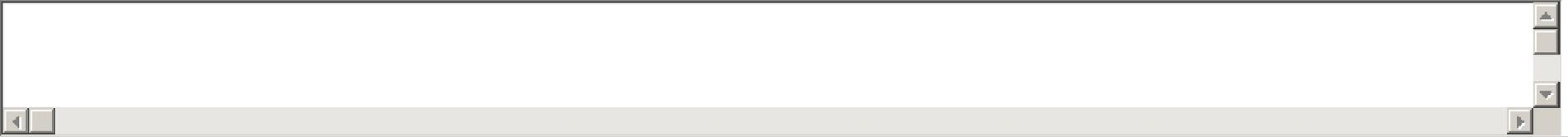
Q.	Takes messages for physicians & nurses.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
R.	Knows how to use beepers and the pager system.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
S.	Faxing medical release forms to other facilities to obtain pertinent health information etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
T.	Faxing news paper releases on Sunday nights.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
U.	PERFORMS DUTIES OF CASHIER:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
V.	Collects patient co-pays, payment for patient accountants, verifying amount due on computerized patient account system and self pay patients.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
W.	Writes receipts for patient payments.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
X.	Complete cash log for each shift.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Y.	Prepares and inventories valuables upon patient request and placing them in safe until discharge. (Always have nurse witness to verify valuables collected.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Z.	CENSUS:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AA.	Performs pre-census on nightly basis between the 8 and 9, distributing the appropriate papers to departments, to be checked and complete break down.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BB.	Making any corrections necessary in the computer and the patient Kardex at front registration area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CC.	Run a final census at midnight prior	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
DD.	Entering over night patients using downtime numbers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EE.	Assisting in training and orienting new employees in departmental procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FF.	Coping necessary papers that are used on a daily basis and putting charts together in downtime.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

GG.	Always promotes positive relations when interacting with patients and/or fellow employees.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
HH.	Performs EKG's and Phlebotomy work when time allows.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
II.	Performing other related duties as assigned.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
JJ.	Performs patient care in an organized, timely and productive manner a. Assist with examinations, treatments, tests and procedures (including suturing, splinting, casting, and Foley catheters, physical therapy, respiratory therapy, cardiopulmonary therapy, phlebotomy, blood glucose monitoring, patient weights, and EKG's b. Carries out physician's orders c. May apply, monitor and remove patient restraints as per physician or hospital protocol d. Makes clinical decisions independently such as interpreting monitor strips.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
KK.	Follow standards, policies and procedures for FCMC patient population (newborns, infants, pediatrics, adolescents and adult to geriatrics) a. Generic 1. Assess medical history information from available, additional sources b. Neonatal/pediatric, Adolescent, Geriatric 1. Take vitals signs using appropriate age specific sites 2. Evaluate vitals signs per norms 3. Utilize age appropriate equipment 4. Observes for sign/symptoms of abuse/neglect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
LL.	Provide family support a. Respond to patient family's emotional needs b. Provides instruction to patients and their families under direction of the RN	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Non Essential Functions:		D	M	E	Comments
1. Participates in professional development activities: a. In-service classes or on-line courses. b. Shares knowledge with others. c. Reads in-house communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
2. Work Habits: a. Complies with attendance policies. b. Dresses according to the departmental dress code c. Organizes times, sets priorities d. Spends free time in a constructive manner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
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
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Comments:



Future Plans and Actions:



Employee Comments:



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

I have reviewed this Performance Evaluation

Employee Signature

Date

Evaluator Signature

Date

Department Head or Designee Signature

Date