



JOB DESCRIPTION: HEALTHCARE TECHNICIAN

DUTIES AND RESPONSIBILITIES:

A Healthcare Technician (HCT) is an integral member of the Clinical Team which consists of the following professionals: Physicians, Physician Assistants, Nurse Practitioners, Clinical Managers, Nurses, Medical Assistants and Patient Navigators. The HCT is instrumental in making the patients feel comfortable when in the office and help the patients understand any instructions given to them by the clinical team.

The HCT's primary role is to assist the medical staff in taking care of the patients' needs during their visits.

The HCT will be trained by a Clinical Staff member and will be allowed to assist with the clinical duties unsupervised after the training process has been completed.

CLINICAL DUTIES (may include, but are not limited to the following):

- Trains in MEDENT and must be able to learn how to create Triages, sending emails, ordering labs, how to start a progress note, how to search for documents, how to create an ALERT and more.
- Take medical histories
- Take the vital signs: Blood pressure, Temperature, Pulse, Respiration
- Take the height at every visit for children and at least once a year for adults
- Take the weight at every visit for all patients. Must consider deducting pounds for clothes. Patients should ideally be weighed without shoes.
- Updates the Medication List at every visit
- Updates the Allergy List at every visit
- Assists in putting patients in gowns and helping them dress if needed
- Explains treatment procedures to patients
- Prepares patients for examination
- Assists the physician, PA, NP during exams
- Instructs patients about medication and special diets
- Transmits prescription refills as directed
- Performs electrocardiograms
- Removes sutures and changing dressings – only if certified by the Clinical Manager
- Performs vision tests
- Performs hearing tests
- Stocks examination rooms



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- Organizes medication closets
- Performs in office lab tests such as Urine Tests, Throat Cultures, Wound Cultures
- Schedules patients follow up appointments
- Learns about ICD-10 codes and CPT codes
- Creates Referrals for the patients. Must familiarize self with the Referral List
- Assists patients with insurance information
- Assists patients with forms such as Jobs Plus, Handicap Stickers, Disability, Medicaid Cab and others
- Updates Pharmacy information in the charts
- May assist the Front Desk Staff with tasks when assigned by the Clinical Manager
- Must be familiar with the most common insurance companies we work with: UHC, Fidelis, Molina, etc.
- Must be ready to perform other tasks as delegated by the Clinical Manager.

QUALIFICATIONS:

- Associate's degree (A.A.) preferred or High school diploma with 1-2 years related experience.
- Completion of formal training program as nursing/medical assistant and/or comparable experience in clinical setting.
- Must possess current CPR certification.
- Knowledge of medical terminology.
- Demonstrates competence in reacting to and handling emergencies.
- Ability to work collaboratively with multiple health professionals in a busy and complex environment using tact, diplomacy, and discipline.
- Ability to understand and adhere to established policies, procedures, and protocols.
- Strong charting/documentation skills.
- Ability to effectively communicate with people at all levels and from various backgrounds.
- Commitment to excellence and high standards.
- Excellent written and oral communication skills.
- Strong organizational, problem-solving, and analytical skills.
- Ability to manage priorities and workflow.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Demonstrates good judgement with the ability to make timely and sound decisions.



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- Bilingual skills a plus.
- Ability to understand and follow written and verbal instructions.

PHYSICAL/MENTAL REQUIREMENTS:

While performing the duties of this job, the employee is frequently required to do the following:

- Walk and stand for prolonged periods.
- Understand and respond to a diverse population.
- Utilize visual, auditory, verbal, and olfactory processes required to assess, monitor, and care for patients.
- Lift 25- 50 pounds frequently.
- Interpret complex laws, regulations, and/or policies.
- Coordinate multiple tasks simultaneously.

WORK ENVIRONMENT:

- Works in a clinical setting where employee may be exposed to blood-borne and airborne pathogens or infectious materials.

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Healthcare Technician

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Ted J. Triana, D. O.

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Signature

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Date

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Date