Job Title: MEDICAL SCRIBE - CASUAL

Department(s): Medical Support

Position Summary: Primary role is to support the medical provider in patient care by documenting patient intake, scribing the encounter, sending orders, and maintaining accurate documentation in the patient’s electronic medical record.

Supervision Received: Clinical Operations Manager

Supervision Exercised: None

Hours/Week: 60-100 hrs./year □ Full-Time □ Part-Time □ Exempt □ Non-Exempt

FLSA Definition:

The Scribe will support medical providers (MD/DO/PA/NP) at NHS popup and community health clinical events by accurately documenting on their behalf. The provider is a volunteer or casual NHS staff trained in use of the NHS electronic medical record (Athena). The events are led by NHS staff at locations around the Twin Cities, mostly non-clinical, such as schools or community centers.

Most of the clinical care and documentation will focus on adolescents or children. Documentation will include physical assessments, vaccine administration, medication reconciliation, accurate history taking, and many other areas as defined in a Well Child Check or the visit type scribing for. NHS may add other services for adults and children in the future, and it is the expectation of the scribe to accurately document the visit events for other services as well.

NHS will work with the Popup Provider to set a calendar of quarterly events, based on both clinic and provider availability. The Medical Scribe is expected to be available for at least 50% of the scheduled events. Due to the nature of community-based popup clinics, Scribe will be asked to demonstrate flexibility and diligence when recording essential information to support delivery of quality health care.

NHS currently utilizes AthenaPractice as our electronic health record. NHS will provide initial and ongoing training for the Scribe to be proficient in accurately documenting, ordering, reconciling, and recording all areas of the healthcare visit within Athena. The Scribe will need to complete additional training and credentialing with NHS staff prior to charting.

ESSENTIAL FUNCTIONS:

- The Scribe accompanies the provider into the patient’s exam room to transcribe a history, physical exam, patient instructions, disposition, and documents accurately the physician's encounter with the patient and others present. This includes but is not limited to placing orders, external record reconciliation, subjective and objective findings, vital signs, follow-up care or recommendations and printing resources as needed.
- Provides health care support services for all patients (adult and pediatric) as established by clinic protocols and community practice standards, primarily at popup clinics in community sites.
- Direct Provider Support
  - Maintains patient electronic medical records
  - Completes patient intake and initial physical exam
CORE REQUIREMENTS:

• Possesses basic knowledge of anatomy and physiology
• Displays professional appearance and conduct while promoting an atmosphere of mutual respect and cooperation
• Maintains and demonstrates an understanding of the team approach to patient care and documentation
• Possesses knowledge of organizational policies, and computer applications
• Proficiently navigates the electronic medical record (Athena Practice)
• Works collaboratively and respectfully with staff and others—individually and as part of a team—to achieve optimal efficiency, outcomes, and morale
• Interacts in a culturally competent manner with individuals and groups from diverse backgrounds
• Maintains excellent and punctual attendance
• Works at any or all NHS clinics and at popup clinics in community settings
• Uses computer including e-mail, word documents, spreadsheets, patient management system, electronic health record, and patient portal, as needed to carry out essential job functions
• Demonstrates commitment to agency mission and goals
• Abides by corporate compliance program, HIPAA regulations and other agency policies and procedures

ESSENTIAL QUALIFICATIONS:

• High school diploma or equivalent
• Fluency in English, written and verbal
• Excellent time management, organization, and communication skills (written and verbal)
• Demonstrates an ability to maintain confidentiality and privacy in accordance with governing regulations such as HIPAA
• Experience working with Athena Practice EHR

PREFERRED QUALIFICATIONS:

• Previous healthcare experience or licensure such as: EMT, CNA, MA, or LPN
• Fluency in Spanish
• Completed training course in medical scribe or previous scribe experience

Attachments

• Physical and Mental Requirements
• Work Environment