

**2010 Twin Cities and Regional Clinic Survey
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Job Family	Survey Position #	Survey Position Title	Other Titles	Minimum Qualifications	Responsibilities
Administrative/ Support	15	Administrative Secretary	Administrative Assistant	Completion of secretarial program or equivalent experience. Two plus years of secretarial experience preferred. Requires the following skills: PC word processing at 70 wpm and good dictation skills. In addition, this position requires the ability to organize workload and follow directions, yet work independently.	Performs secretarial and receptionist duties, and provides administrative support to the clinic administrative team. DO NOT report Medical Secretaries here.
Administrative/ Support	16	Front Office Supervisor		Completion of two year degree in clerical field or equivalent experience required. Previous experience in clinic or small business office and strong medical terminology background desired. In addition, incumbents should possess excellent public relations skills, the ability to problem solve quickly, and the demonstrated ability to deal diplomatically and calmly under stress.	Ensures daily front office operations run smoothly and efficiently for patients and physicians. Greets patients and ensures proper registration. Administers medical record recording systems and assists with payment and cash control systems. Receives and handles telephone inquiries/triage calls appropriately and works with physicians/patients. Supervises all appointment scheduling. Trains front office personnel and schedules surgery and other hospital procedures.
Administrative/ Support	17	Receptionist		HS diploma or GED and excellent public relations skills required. Knowledge of medical terminology preferred.	Ensures clinic telephones are courteously and professionally answered. Greets patients and registers medical record information. Schedules appointments, performs miscellaneous clerical duties such as typing and filing. Completes general clinic and housekeeping duties as assigned.
Administrative/ Support	18	Switchboard Operator		HS diploma or GED required. Excellent public relations skills, demonstrated ability to deal diplomatically and calmly under stress, and ability to problem solve desired.	Ensures clinic telephones are courteously and professionally answered. Receives and handles all telephone calls, triage calls and routes to appropriate department or personnel.
Administrative/ Support	19	Registrar		HS diploma or GED and previous insurance or business related experience.	Obtains personal patient information and establishes and maintains pertinent computerized records on new and active patients. Informs patient of credit and insurance policies.
Administrative/ Support	20	Patient Representative	Patient Advocate	HS diploma or GED required. Previous experience in hospital or clinic preferred. Excellent human relation and problem solving skills, and knowledge of third party pay systems desired.	Answers patient inquiries regarding insurance coverage and verifies insurance coverage and limitations. Answers patient questions regarding statements, collects insurance information from new patients, and answers patient credit issues. Responsible for orientation of new patients to clinic, including welcome letters, etc. Receives patient complaints and routes to departments as needed for follow-up. Compiles patient satisfaction surveys and other administrative tasks as directed.

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Administrative/ Support	21	Insurance Clerk	Insurance/Billing Clerk, Billing Clerk	HS diploma or GED required. Knowledge of medical terminology and/or previous experience in insurance desired.	Examines insurance claims, completes or ensures necessary completion of required information and submits to appropriate insurance company. Processes correspondence relating to insurance information or questions. Performs necessary follow-up to resolve rejected claims, resubmission's and other insurance inquiries. Answers patient questions regarding insurance. Maintains accurate insurance files. Assists as needed in processing insurance payments so that all accounts are up-to-date and accurate.
Administrative/ Support	22	Coder	Medical Record Coder, Insurance Billing Coder	Registered Health Information Administrator (RHIA – 4 year degree), Registered Health Information Technician (RHIT – 2 year degree), Certified Coding Specialist (CCS/CCS-P), or Certified Procedure Coder (CPC/CPC-H).	Assigns appropriate 1CD-9CM codes to charge tickets for billing purposes. Ensures that 1CD-9CM and CPT-4 codes are updated and reviewed regularly for accuracy. Monitors physician and physician extender coding practices. Ensures all charges are accredited for and entered in a timely manner.
Administrative/ Support	23	Coding Clerk		HS diploma or GED with previous business experience or course work.	Processes billing documents that require little or no procedural or diagnosis coding. Provides clerical support to coding specialists.
Administrative/ Support	24	Data Entry Clerk	Billing Assistant	HS diploma or GED required. Ability to operate a PC, previous work experience in an office environment and knowledge of basic mathematical principles desired.	Post all patient charges, payments and adjustments and sends statements. Balances all transactions daily or per batch. Responds to inquiries regarding accounts from patients and insurance companies. Prepares bank deposit forms.
Administrative/ Support	25	Collector	Collection Clerk/Collection Coordinator	HS diploma or GED required. One year experience in a medical office credit and collections department with an emphasis in telephone collections is preferred.	Maintains clinic collection of accounts in accordance with established clinic credit procedures. Determines patient account status, initiates payment plan, assists with insurance proceedings if necessary, determines necessity of outside collection activity. Reviews and audits all credit balances. Documents all transactions in the collection process.
Administrative/ Support	26	Accounting Clerk (previous title: Accounts Receivable Clerk)	Accounts Payable Clerk / Accounts Receivable Clerk	HS diploma or GED with additional course work or equivalent related experience.	Processes accounts receivable and/or accounts payable transactions. Performs moderately complex accounting clerical operations such as reconciling accounts, production of routine financial statements or reports.
Administrative/ Support	27	Bookkeeper	Accounting Clerk	HS diploma or GED. General accounting experience or equivalent technical training totaling five or more years desired.	Responsible for one or more phases of accounting-related records including but not limited to: payroll preparation, balancing of accounts, journal transactions, general ledger account reconciliation's, and processing of incoming payables. Computes, classifies, and records numerical data to keep financial records complete. Performs routine calculating, posting, and checking.

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Administrative/ Support	28	Accountant		BS degree in Accounting or equivalent experience, one or more year general accounting experience preferred. PC spreadsheet experience necessary. This is an entry-level accountant.	Prepares and reviews general ledger entries to ensure proper posting. Gathers data and assists in the preparation of financial and related statements. Assists in annual budget preparation. May perform payroll duties in addition to financial reporting. May supervise or give work direction to Accounting Clerks.
Administrative/ Support	29	Business Office Manager	Billing Office Manager	Two year technical degree or equivalent experience is required. BS degree preferred. Previous experience with 1CD-9CM and CPT coding desired. Incumbent should possess and demonstrate knowledge of general mathematical principles and possess excellent communication skills. Two to three years of business office and/or small clinic experience including previous supervisory experience.	Implements policies and procedures for all operation areas including the following: billing, accounts payable, insurance, credit and collections, and data processing. Purchases office supplies and oversees and approves medical/lab/x-ray purchases. Also implements contracts with outside vendors (leases, cleaning, etc.), reconciles petty cash, updates fee schedules and appropriate charge ticket documents. Assists in annual budget preparation and marketing plan development as directed. May supervise Front Office Supervisor.
Administrative/ Support	30	Referral Representative		HS diploma or GED required. One year office experience required.	Processes incoming and outgoing referrals and prior authorizations. Acts as a liaison between patients, providers, and health plans in problem resolution and information dissemination regarding insurance coverage, claims processing, referral options, etc. Completes referral authorization paperwork, and communicates referral authorization information to physicians and patients.
Administrative/ Support	31	Marketing/PR Specialist	Marketing Coordinator	Bachelor degree in marketing, public relations, or related field. Two years experience in marketing and/or public relations preferred.	Formulates marketing and public relations policies and strategies under the direction of the Clinic Manager. Performs analytical assessments of new and existing markets. Assists in development of public relations documents. Produces education and marketing materials.
Administrative/ Support	32	Coding Supervisor		ART, RRA or certified coding specialist. Extensive knowledge of medical terminology, anatomy and physiology, and diagnostic and procedural coding. Previous coding experience.	Responsible for day to day supervision of Clinic coding functions. Provide training and education related to coding and documentation. Assist in the development of coding guidelines and standardization of coding process.

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Administrative/ Support	33	Health Information Manager		Bachelor's degree and 5 years experience in health information management. Registered Record Administrator or Accredited Record Technician certification required. Extensive knowledge of medical terminology, anatomy and physiology and diagnostic and procedure coding.	Develop and manage the clinic health information management initiatives including CPT and ICD-9 coding, medical record documentation, medical record flow, medical record content, and release of information. Supervises coding staff and supports the day to day operations for health information functions at the clinic sites.
Administrative/ Support	34	Clinic Services Assistant	Clinic Front Desk Coordinator	HS diploma or GED with additional course work or equivalent related experience. Ability to operate a PC, and excellent public relation skills. Knowledge of medical terminology preferred.	Performs a variety of clinic duties of a clerical nature including but not limited to: Greets and schedules patients, answers and screens calls. Obtains pre-registration information. Verifies demographics and billing information and enters into the computer. Advises patients of credit and insurance policies, collects co-pays and informs patient of billing status. Makes referral and return office visit appointments. Performs data entry duties.
Administrative/ Support	35	Scheduler (patient)	Appointment Scheduler	HS diploma or GED. Minimum of one year work experience, preferably in a medical office setting. Knowledge of medical terminology desirable. Word processing and computer experience.	Responsible for making and scheduling patient appointments.
Administrative/ Support	36	Staffing Coordinator		HS diploma or GED. 1 year experience with computer staffing/scheduling.	Coordinates medical provider work schedules. Builds and maintains on-line schedules. Communicates schedules and changes as appropriate.
Advanced Care	90	Certified Nurse Midwife		Graduate of an accredited school of nursing and formal nurse midwife training program. Current R.N. license. Certified through or eligible for the ACNM national exam.	Member of the primary health care team who works in collaboration with physicians and other medical staff to provide comprehensive health care to women. CNM's collect and review patient histories, perform physical and psychological health assessments, fetal assessments in the antepartum and intrapartum periods, periodic assessments of labor progress and spontaneous vaginal deliveries.
Advanced Care	91	Certified Nurse Practitioner (DO NOT report productivity based data here)		Graduate of an accredited school of nursing and formal nurse practitioner training program. Current R.N. license. Certified through or eligible for the AHA national exam.	Member of the primary health care team who works in collaboration with physicians and other medical staff to provide comprehensive health care to patients. Engages in independent decision making about health care need and provides health care services to individuals throughout the life span.
Advanced Care	92	Certified Nurse Practitioner, Specialty (DO NOT report productivity based data here)	Geriatric NP, Pediatric NP,	Graduate of an accredited school of nursing and formal nurse practitioner training program. Current R.N. license. Certified through or eligible for the AHA national exam. Specialty training in the area of Geriatrics or Pediatrics.	Member of the primary health care team who works in collaboration with physicians and other medical staff to provide comprehensive health care to Geriatric or Pediatric patients. Engages in independent decision making about health care need and provides health care services to individuals throughout the life span.

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Advanced Care	93	Physician Assistant - Certified (DO NOT report productivity based data here)		Graduate of a Physician Assistant training program. Current license. Current certification through the National Commission of Certification of Physician Assistants.	Member of the primary health care team who works with the supervision of licensed physicians and other medical staff to provide comprehensive health care to patients. Engages in independent decision making about health care need and provides health care services to individuals throughout the life span.
Advanced Care	162	NEW - Physician Assistant - Specialty (DO NOT report productivity based data here)		Graduate of a Physician Assistant training program. Current license. Current certification through the National Commission of Certification of Physician Assistants.	Member of the primary health care team who works with the supervision of licensed physicians and other medical staff to provide comprehensive health care to patients in a specialty area such as orthopedics, cardiology, etc. Engages in independent decision making about health care need and provides health care services to individuals throughout the life span.
Advanced Care	94	Acupuncturist		Current certification from the National Certification Commission for Acupuncture and Oriental Medicine. Minimum of 3 years experience as an acupuncturist. State licensure.	Provide acupuncture and oriental medicine to diagnose and treat illness, injury, pain and other conditions. Insert needles through the skin at certain points on the body, with or without electric current and/or heat for the purpose of promoting health. May use glass domes or cups to create partial vacuums on areas of the body and may burn herbs on or above specific points or areas. Also utilizes acupressure and relaxation methods and provides instruction to patients regarding dietary needs, stress reduction, pain management and relaxation techniques.
Advanced Care	95	Chiropractor		Doctor of Chiropractic degree from an accredited chiropractic college. Current state licensure.	Adjust the spinal column and other parts of the body to prevent disease and to correct abnormalities caused by disturbances of the nervous system and derangement of the musculoskeletal structure. Therapies used in conjunction with spinal manipulation include water, light, massage, ultrasound, electric and heat therapy. Diagnostic techniques include taking patient histories, routine exams, x-ray and lab tests. May make dietary and nutritional recommendations, advise on exercise and sleeping habits, and may suggest and apply the use of supports such as straps, tapes, bandages and braces if deemed necessary.
Facilities	80	Housekeeper	Janitor, Housekeeping Aide, Environmental Service Technician	HS diploma or GED required. Previous training in janitorial/housekeeping or work experience preferred.	Cleans rooms and other assigned areas to meet state and federal regulations. May also perform heavy duty cleaning, such as operation of cleaning equipment. Maintains knowledge of hazardous waste regulations. May maintain inventory of cleaning supplies.
Facilities	81	Maintenance Technician		HS diploma or GED required. Prefer three years experience with building maintenance.	Performs routine maintenance of building systems and non-biomed equipment. Refers any major problems to outside contractors. May be responsible for up-keep of the grounds.
Facilities	82	Supply Clerk	Inventory/Distribution Clerk	HS diploma or GED. Must be physically able to handle bending, stooping and lifting.	Distributes medical supplies and equipment to appropriate location. Maintains appropriate inventory levels. May perform minor equipment repair and building maintenance.

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Facilities	83	Courier/Driver		HS diploma or GED. Valid state drivers license.	Drive a motorized vehicle to deliver, pick-up and distribute clinic supplies, equipment, mail and materials to assigned destinations. Maintains vehicle and conducts regular safety checks.
Human Resources/ Misc	154	Human Resources Generalist		Bachelors degree and 2 or more years of experience.	Human resource professional with responsibility for several human resource activities. Duties include supporting the organization in several areas of human resources, which may include coordinating employment activities, participating in union contract negotiations where applicable, receiving and acting on employee complaints or grievances, administering employee records, ensuring compliance with labor laws and regulations, recommending and coordinating employee training activities and administering compensation, benefits and performance programs. Typically reports to site Manager/ Director and administers functional rules and procedures under management guidance.
Human Resources/ Misc	155	Human Resources Assistant		Two years formal training beyond high school and 1 year of experience.	Assists in more than one area of HR, such as employee orientation, staffing or workers compensation. Creates and maintains employee records, including tracking for vacation and sick leave. Provides customer service to employees by answering questions regarding policies and procedures.
Human Resources/ Misc	156	Compliance Specialist		Bachelors degree plus 3 years experience.	Maintains clinic compliance with external regulations including licensure, accreditation and best practice programs for record retention. Communicates regulations to staff and completes all required reporting to external agencies.
Human Resources/ Misc	157	Payroll Clerk		HS diploma or GED and 2-4 years of accounting/payroll experience.	Under general supervision, prepares payroll input into computerized payroll systems. Answers questions from employees/supervisors regarding payroll matters. May maintain records on vacation, sick leave, etc.
Human Resources/ Misc	158	Benefits Assistant		HS diploma plus at least 2 years of college or equivalent experience/training.	Assists in the administration of employee benefit programs (medical, dental, life insurance, pension plans, etc.). Answers routine employee/supervisor questions regarding eligibility, coverage, claims and enrollment. Maintains written and electronic benefit records. May coordinate open enrollment and benefit mailings.
Human Resources/ Misc	159	Human Resource Manager (may be sole HR practitioner at site)		Bachelors degree plus 5 or more years of general HR experience.	Supports the organization through managing employment activities, participating in union negotiations (where applicable), receiving and acting on employee complaints or grievance, administering employee records, ensuring compliance with employment laws and regulations, recommending and coordinating employee training and managing compensation, benefits, performance and other programs. May oversee payroll, safety and employee communications. May supervise limited HR staff.

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Information Technology	160	Desktop Support Specialist	Help Desk Coordinator	High School diploma / GED plus 1-2 years previous experience and knowledge of network communications.	Responds to and diagnoses user PC problems. Includes problem recognition, research and resolution.
Information Technology	161	Network Analyst	LAN Specialist / Network Manager	Vocational education or equivalent, plus 3-5 years experience with PC network environment. May have an undergraduate degree.	Responsible for ensuring servers are running and anything else related to the network. May or may not have direct reports (not large number of direct reports)
Laboratory	63	Phlebotomist		HS diploma or GED. Completion of Phlebotomy coursework. ASCP certification required.	Draw, run and document lab tests/results; maintains records for CLIA, provide backup support for department.
Laboratory	65	Medical Laboratory Technician - MLT	Clinical Lab Assistant	Two year degree from an accredited MLT program. One year lab experience in a physician office preferred.	Performs phlebotomy and lab functions completed in office lab. Collects and/or processes specimens sent out to reference labs. Maintains lab equipment and completes assigned quality assurance duties. Completes duties in a manner consistent with all applicable state and federal regulations. Do NOT report medical technologists here.
Laboratory	67	Medical Technologist		Four year degree from an accredited MT program. One year lab experience in a physician's office preferred.	Performs phlebotomy and lab functions completed in office lab. Collects and/or processes specimens sent out to reference labs. Maintains lab equipment and completes assigned quality assurance duties. Completes duties in a manner consistent with all applicable state and federal regulations. May be responsible for maintaining clinic compliance with OSHA, CLIA, and related regulators. (This is a non-supervisory position).
Laboratory	68	Laboratory Supervisor	Lab Coordinator, Lab Manager	MLT or MT required. Knowledge of CLIA, federal and state regulations, and 3-5 years work experience in a clinic/satellite lab preferred.	Oversees lab functions with regard to quality assurance, lab techniques, specimen handling, customer service and coordination of reference lab business. Responsible for initial and ongoing training and supervision of other lab staff. Make recommendations for budgeting, staffing levels, development of new tests to be performed within the lab and pricing. Responsible for compliance with OSHA,
Laboratory	69	Laboratory Manager		Bachelors degree in a Clinical Laboratory Science or Medical Technology and ASCP certification. Five years experience as a medical technologist and 2 years in a supervisory position.	Directs the operation of a group of clinic laboratory sites including budget development and control. Assures compliance with accrediting and other regulatory agencies. Supervises Lab Technical Supervisors.
Managed Care	140	Managed Care Specialist		Completion of an accredited Certified Medical Assistant program or equivalent, plus one or more years of clinic related experience.	Manages requests for incoming and outgoing referrals and prior authorizations. Acts as liaison between health plans and the patients and providers. Verifies coverage and claim appropriateness based on referral arrangements an terms of contracts. Advises patients of guidelines, options and processes based on insurance coverage.

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Managed Care	141	Managed Care/Utilization Review Nurse		Registered Nurse (RN) or Licensed Practical Nurse (LPN), with two or more years of clinical experience. Basic computer skills and knowledge of insurance required.	Coordinates and monitors referral utilization. Monitors hospital admissions and discharges, long-term nursing care, home care and ambulatory services for appropriateness of services following plan guidelines. Denies or approves utilization of services based on guidelines and patient needs. Collects and monitors data for utilization management. Determines medical necessity for referrals. Acts as liaison to health care plan for problem solving and general information.
Management	1	Administrator	Director, Clinic Operations	Bachelors degree in healthcare administration, business or finance. MBA or MHA preferred. Eight years experience in healthcare management. Experience in marketing and development within a healthcare environment preferred. Effective public relations, team building and leadership skills.	Oversees the administration and operation of a large, stand-alone clinic or multiple clinic sites. Responsible for the implementation of policies and procedures, including budget and human resource management and state/federal compliance. Provides direct supervision to clinic managers. Indirectly supervises clinic staff.
Management	2	Assistant Administrator		Bachelor's degree in business, finance or related field. Master's Degree preferred. Five years experience in the Healthcare field. Five years management experience.	As a member of administrative team, assures that the clinic provides quality patient care in a cost effective manner by monitoring daily operations, assisting in developmental activities, assisting in financial planning (budgeting) and monitoring, managing employee relations, and supervising department managers and/or site coordinators.
Management	3	Clinic Manager - Large Site (over 50 FTEs)		Bachelors degree in business or related. Five years experience in the healthcare field. Two years management experience.	Manages all activities that contribute to the operational, clinical and business functions of a large clinic site. Develops site policies, and procedures and assures compliance with regulatory agencies. Responsible for the training, orienting, monitoring and coaching of clinical staff. May develop and manage operational budgets and oversee facility management. This role may also manage multiple smaller sites.
Management	4	Clinic Manager - Small Site (less than 50 FTEs)		Bachelors degree in business or related. Two years experience in healthcare management.	Manages all activities that contribute to the operational, clinical and business functions of a single clinic site. Develops site policies, and procedures and assures compliance with regulatory agencies. Oversees patient care services including nursing. May be directly responsible for training, orienting, monitoring and coaching of clinical staff. May develop and manage operational budgets and oversee facility management.
Management	5	Clinic Site Supervisor	Clinic Satellite Manager	Bachelors degree. Two years healthcare experience.	Supervises the day to day operations of a small clinic with 2-10 full time equivalents. Supervisory functions include recruiting, hiring, orientation, training, and performance evaluations. Organizes work site and work processes to optimize operational efficiencies.

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Management	6	Program Manager - Specialty Clinic		Bachelors degree. Five years experience in a healthcare specialty. Previous management experience required.	Responsible for developing and managing an organizations specialty program/clinic (i.e. - Pain, Diabetes, Weight Loss, etc.). This includes achieving coordination, consistency and integration in the operations of the specialty program within a larger care system, developing and implementing system wide policies and procedures, and leading and/or participating on various improvement teams to accomplish program goals and objectives.
Management	7	Director, Urgent Care Services		Bachelors degree in Healthcare, Business or Management. Five years management experience in a healthcare setting.	Develops, implements and manages the operations of Urgent Care Services across multiple sites. Develops business plans, capital and operating budgets to achieve strategic and operational objectives.
Nursing	50	LPN		Current LPN license and previous clinic experience preferred.	Rooms patients, takes and records vital signs and obtains medical history. Assists provider with procedures and completes variety of tasks including but not limited to the following: injections, phone triage, preparation of patient education materials, patient education, patient intake, patient vital checks, chart documentation, and management of emergency supplies.
Nursing	51	Registered Nurse		Current RN license and CPR certification required. Previous clinic experience preferred.	Rooms patients, assists provider with procedures and completes variety of tasks including but not limited to the following: injections, phone triage, preparation of patient education materials, patient education, patient intake, patient vital checks, chart documentation, and management of emergency supplies. Makes patient assessments and participates in collaborative decision making.
Nursing	52	Triage Nurse	Phone Triage Nurse	Current RN license and three years related nursing experience required. High level of creative problem-solving, priority-setting, and interpersonal skills necessary.	Conducts phone interviews and assessments of patients with real or potential, acute and/or chronic health problems. Explains medical terms and procedures and provides information regarding education, medications and therapies, utilizing appropriate physician consultation. Identifies patient, family, physician, organization and community resources and refers callers appropriately. Also develops and implements follow up procedures.
Nursing	53	Nurse Clinician		RN with BSN or other advanced training. Current RN license. Five years experience in nursing, including two years experience in specialty area. Certification in area of expertise preferred, but not required. Strong interpersonal, problem-solving, analytical, verbal and written communication skills desired.	Ensures the delivery of quality care to a defined population of patients and their families. The Nurse Clinician functions in the role of a clinical practitioner, educator, consultant and researcher. Collaborates with physicians, nursing staff and other members of the health care team to ensure quality care throughout the clinic. Assists nursing staff in continual assessment and development of procedures, policies, and standards to improve patient care. Uses the CQI process for issues related to the delivery of care.

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Nursing	54	Nursing Supervisor	Nurse Coordinator	Current RN or LPN license required. Two to three years of total nursing experience desired. One year clinic experience and/or supervisory experience preferred.	Supervise registered/licensed nursing staff and Medical Assistants. Responsibilities include but are not limited to the following: interviewing, recruitment, performance evaluations, and scheduling of staff. In addition, the position is responsible for proper training of new staff and ongoing training of staff in compliance with OSHA and other regulatory requirements. May assume staff patient care duties on an ongoing or as needed basis.
Nursing	55	Clinical Services Supervisor		Graduate from an accredited registered nursing program and 2 or more years of progressive clinical experience including previous supervisory experience.	Manages clinical areas such as nursing, laboratory, radiology, or other medical units in a large site. Organizes work site and work processes to optimize clinical and operational efficiencies.
Nursing	56	Director of Nursing	Director of Patient Care	Current RN license required with one to three years nursing experience desired. One year supervisory and/or clinic experience preferred.	Supervises registered/licensed nursing staff, medical assistants. Responsibilities include but are not limited to the following: recruitment, performance evaluations, budget preparation, and staff scheduling. In addition, the position is responsible for proper training of new staff and ongoing training of staff in compliance with OSHA
Nursing	57	Infection Control Program Coordinator	Infection Control Nurse	RN, Masters preferred in a related field. Three years infection control experience preferably in a clinic setting. MN Licensure.	Responsible for clinic systems Infection Control Program. Develops policies and standards for IFC practices. Ensures compliance with regulatory and agency standards.
Nursing	58	Occupational Medicine Coordinator		RN with five years Occupational Health experience.	Responsible for marketing and coordinating occupational health services. Markets occupational health services to new and existing clients. Coordinates occupational health services provided to clients. Assists in the development of marketing strategies. Communicates with clients and insurance companies on work related injuries.
Nursing	59	Nursing Assistant	Nursing Aide	Nursing assistant certification program or equivalent	Provides assistance in the implementation of nursing care programs including administering treatments, charting, weighing, taking temperatures, etc.
Nursing	60	Certified Medical Assistant		Completion of one year Medical Assistant's program. Medical Assistant Certification.	Prepares examining areas and patients for examination by physician. Records patient's medical history and other relevant data. Assists physician with patient examinations and minor surgical procedures. May administer injections or give treatments under direction. Schedules or performs clinics procedures as physician directs. In smaller clinics, may perform medical records and business related tasks.
Nursing	66	Medical Assistant (non-certified)		Completion of one year Medical Assistant's program.	Prepares examining areas and patients for examination by physician. Records patient's medical history and other relevant data. Assists physician with patient examinations and minor surgical procedures. May administer injections or give treatments under direction. Schedules or performs clinics procedures as physician directs. In smaller clinics, may perform medical records and business related tasks.

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Nursing	164	NEW - Diabetic Educator	Certified Diabetic Educator	Bachelor's Degree in Nursing or Dietetics	Responsible for the education of patients, their families and appropriate support systems about diabetes self-management and related issues. Provides diabetes self management education and coordinates protocol-based diagnostic testing and treatment, which may include medication management, nutrition, physical activity, healthy coping, risk reduction, monitoring and problem-solving.
Ophthalmology	100	Ophthalmic Assistant		1 year experience in Ophthalmic/Optometric practice and certified by the Joint Commission on Allied Health Personnel in Ophthalmology (JCAHO). Current CPR certification.	Assist providers with patient care, testing and treatment including visual fields, tonometry, keratometry, and potential acuity meter. Administers ophthalmic drops and ointments as ordered. Maintains stock of medications, instruments, equipment and contact lenses.
Ophthalmology	101	Ophthalmic Technician		Completion of ophthalmic technician training program or a minimum of 3 years clinical ophthalmologic experience. Certified by the Joint Commission on Allied Health Personnel in Ophthalmology (JCAH+D89O). Current CPR Certification.	Performs objective and subjective ophthalmic testing including visual fields, A-scans, keratometry, lensometry, fundus photography, tonometry, potential acuity meter and fluorescein angiography. Assists physicians with surgical procedures such as lesion excisions and naso-palcrimal duct probing. Schedules outpatient and inpatient surgical and diagnostic procedures
Ophthalmology	102	Ophthalmic Technologist		Completion of two years of college level courses, plus completion of a CAHEA accredited Ophthalmic Technologist program. Certification as a Medical Ophthalmic Technologist.	Conducts complete eye exam including advanced refractometry, tonometry, ocular motility, and microbiology. Performs fluorescein angiography, fundus, external and slit lamp photography, pachometry and potential acuity measurements. Functions as a sterile first assistant or non-sterile circulator in ophthalmic surgical procedures in both inpatient and outpatient settings. Conducts various pre-operative procedures, which may include patient education and ultrasound.
Ophthalmology	103	Optician		Completion of 12 month Opticianary Training program and certification.	Advises and assists patients with frame/lens selection. Performs measurements of frame and lens specifications. Performs eyewear adjustments and repairs. Consults with patients to resolve eyewear problems or concerns. Maintains eyewear displays. May maintain eyewear inventory and department supplies.
Ophthalmology	104	Optometrist		Doctoral degree in optometry and licensed by the state.	Provides diagnostic and therapeutic treatment related to visual disorders by means of correcting lens.
Ophthalmology	105	Optical Supervisor		Completion of an Opticianary Training Program and American Board of Opticianary Certification. Five or more years experience managing optical dispensaries.	Supervises the optical dispensary operation within a clinical site ensuring the dispensary maintains positive fiscal results. Assesses staffing requirements and develops work schedules. Hires, trains, evaluates and supervises optical staff. Functions as an optician, consults with patients regarding eyeglass and/or contact lens fittings and selection.

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Pharmacy	130	Pharmacy Technician		Graduate of Pharmacy Technician program or equivalent.	Under direct supervision of a pharmacist, prepares, packages and dispenses prescribed medications and solutions. Maintains necessary records on prescriptions, patient charges and inventory.
Pharmacy	131	Pharmacy Manager		M.S. Degree in Pharmacy and valid state license, plus 3 or more years of pharmacy management experience.	Provides leadership and direction in the development and delivery of high quality pharmaceutical services. Manages all pharmacy activities, including the purchase, receipt, storage, compounding and dispensing of pharmaceutical. As necessary, assists in the dispensing of medication and maintenance of inventory. Develops and implements policy and procedures that guide and support the provision of services. Allocates resources and manages the work of pharmacy staff. Determines cost effectiveness and proper utilization of resources, including personnel, operating budget and capital resources.
Pharmacy	132	Pharmacist		M.S. Degree in Pharmacy and valid state license.	Provides professional pharmaceutical services to patients by preparing, dispensing, and monitoring prescribed medications and solutions. Consults with medical staff on the delivery of effective, safe and cost-effective drug therapies to improve patient outcomes. Maintains necessary records on prescriptions, patient charges, and inventory. Educates patients on appropriate use of pharmaceutical products and of potential side effects. Assesses completeness and appropriateness of physician's orders and makes changes as necessary to ensure rational use of pharmaceuticals.
Quality Assurance	40	Medical Records Clerk	Clerk	HS diploma or GED. Good spelling skills and ability to alphabetize and file numerically in an accurate manner.	Ensures medical records are filed accurately according to clinic procedures. Pulls charts for next day's scheduled appointments. Files medical information into chart according to clinic procedures.
Quality Assurance	41	Medical Transcriptionist	Medical Secretary	HS diploma or GED. Prefer certification or training in Medical Secretary or Transcription Program. Must have knowledge of medical terminology, anatomy and physiology.	Transcribes dictated information for providers such as Histories and Physicals, Consultations, Operative Reports, Discharge and Death Summaries, Delivery Notes, Special Procedures and Social Service Summaries. Ensures all transcription is accurate and grammatically correct. Edits dictation to ensure proper grammar. Maintains strict confidentiality with patient information.
Quality Assurance	42	Medical Records Supervisor	Medical Information Management Supervisor	Completion of two year Medical Record Technician program or equivalent experience. Previous experience in clinic or hospital medical records department is preferred.	Coordinates and supervises all medical records activities within department. Ensures clinic policies regarding medical records are adhered to. Maintains knowledge of medical record regulations and legislation.
Quality Assurance	44	QA/UR Manager/Director		BA or BS degree or equivalent experience required. Nursing degree and three to five years experience in health care quality assurance preferred.	Directs all quality assurance and utilization review activities including but not limited to the following: UR audits, quality assurance policies and procedures, utilization review monitoring systems, managed care process and procedures, and supervision of QA referral assistants.

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Job Family	Survey Position #	Survey Position Title	Other Titles	Minimum Qualifications	Responsibilities
Quality Assurance	45	Medical Transcription Supervisor		Graduate of an accredited Medical Transcription Program. Three or more years of transcription experience. Previous supervisory experience preferred.	Plans, coordinates and supervises daily activities within the medical transcription department. Coordinates staff schedules to ensure physician dictations are completed in a timely manner. Hires, trains, evaluates, and supervises medical transcription staff. Recommends new departmental policies and procedures, and identifies and rectifies problems.
Quality Assurance	163	NEW - Electronic Medical Records Clerk		Position requires high school diploma or GED, and 2 years post secondary education with emphasis in records management and/or information technology or equivalent work experience.	Creates, files, logs, and retrieves electronic medical records. Creates and retrieves electronic patient folders/records, reconciles and resolves medical record discrepancies, accesses electronic files, updates electronic records/documents, prepares medical records for scanning and indexing. Answers phones and prints chart requests.
Radiology	70	Ultrasound Technician	Ultrasound Technician	Special training as an Ultrasound Tech. Certified as an Ultrasound Tech with 2+ years of experience desired.	Performs basic ultrasound procedures in a cost effective and quality manner, including but not limited to the following: OB, abdominal, small parts, prostrates, etc.
Radiology	71	Radiologic Technologist	X-Ray Technologist	Training through an approved program for radiographic technologists. Current registration through the ARRT.	Operates x-ray or other specialized equipment to make radiographs of portions of patients' bodies; may develop x-ray film. Maintains records and prepares necessary reports. Maintains equipment and supplies.
Radiology	72	Radiology Supervisor	X-Ray Supervisor	Registered ARRT with experience in x-ray and special procedures. Previous supervisory experience/training, five plus years experience in either general radiology and/or special procedures.	Assures high quality and cost effective radiology services through personnel management (supervision), policy and procedure development and implementation, and compliance with state and federal regulations. Performs basic radiographic procedures, special procedures, and/or mammography procedures.
Radiology	73	Mammography Technologist		Completion of a two year accredited Radiologic Technology program and AART registration in radiographic and mammography.	Performs a variety of mammography related procedures making radiographs of designated areas. Prepares and maintains records and files as directed. May perform other basic radiology procedures as needed.
Radiology	74	X-Ray Technician	X-ray Tech Operator	Completion of X-ray Operator training program. Successful completion of State of Minnesota X-ray operators exam.	Perform non-invasive general radiology procedures according to established clinic procedures and other relevant guidelines.
Radiology	75	Radiology Manager		Registered Radiologic Technologist. Certified by the American Registry of Radiologic Technologists and three years experience.	Directs the operation of a group of clinic radiology sites. Identify, develop, implement and maintain radiology/imaging services in the clinic system including pricing, staffing/training and new equipment purchases. Ensures competency of staff performing services in the clinics.
Radiology	76	Radiation Therapist		Completion of an accredited school of Radiation Therapy technology and is registered with the AART.	Designs and sets-up radiation treatment fields for patient treatments and administers ionizing radiation to patients under the direction of radiation oncologist.

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Radiology	165	NEW - Computed Tomography Technologist (CT Technologist)		Completion of an accredited school of Radiation Therapy technology and is registered with the AART.	Provides services to patients and physicians through the creation of high quality diagnostic imaging, provides quality age-appropriate patient care according to established standards of practice, and works collaboratively with all members of the health care team.
Radiology	77	Magnetic Resonance Imaging Tech (MRI)	MRI Specialist, Special Procedures Tech	Graduate from an accredited school of Radiologic Technology and related certification plus minimum of one year experience.	Performs diagnostic magnetic resonance imaging to produce hard copy films according to department standards. Ensures safety of patients and staff by following established procedures. Provides technical support to physicians or nurses. Trains less experienced staff on equipment and procedures. Gathers clinical history from patient and educates patient on procedures. Tracks quality and/or equipment problems and reports to supervisory.
Radiology	78	Nuclear Medicine Technician		Related certification and BS in Nuclear Technology or 2-year radiologic program and an additional 1 year training in Nuclear Medicine or equivalent program.	Handles and administers radioactive isotopes for therapeutic or diagnostic procedures as prescribed by radiologist. Operates nuclear imaging equipment to measure isotope concentrations and scanners to record visual representations of the isotope concentrations in specific body areas. Performs laboratory tests on body specimens, computes results of lab tests. Keeps records of tests conducted, test results, and disposition of isotopes and body products containing isotopes.
Radiology	79	Radiation Therapy Dosimetrist		Completion of an accredited school of Radiation Therapy Technology and is registered with the AART. Must complete coursework from an accredited dosimetry school or on-the-job training.	Follows dose prescription specified by the radiation oncologist and plans a treatment technique that will deliver a prescribed radiation dose to a defined tumor. Performs dosage calculations in the patient radiation oncology chart and verifies all calculations.
Surgery	150	Surgical First Assistant-Freestanding		Registered nurse or certified surgical technician and current certification as a Certified First Assistant.	Assists surgeons in freestanding outpatient surgery centers in the performance of surgical procedures. Prepares patient and operating room, and provides assistance to surgeon during the procedure. Under the direction of the surgeon, may apply sutures and wound dressings.
Surgery	151	Surgical Technician		Graduate of an accredited surgery technician program and certification through the AST.	Performs technical assistance to the physician during surgical and diagnostic procedures. Provides patient care to surgical patients in the operating room under the supervision of the registered nurse.
Surgery	152	Surgery Scheduler		Graduate from a medical assistant or licensed practical nursing program, with advance training or experience in medical terminology, health insurance, and basic surgical procedures.	Accurately schedules inpatient and outpatient surgeries in accordance with established protocols. Administers prior authorization, pre-certification, and referral processes to ensure maximum benefit coverage. Provides basic patient education on surgical procedures. Maintains master surgery schedule for provider reference.
Surgery	153	Nurse Anesthetist (CRNA)		RN degree and graduation from an accredited school of nurse anesthesiology; CRNA certification required.	Administers anesthesia and observes and manages patient's condition during and after anesthesia. Prepares and submits postoperative reports on patient's conditions and maintains records of anesthetics administered.

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Therapy	110	Certified Athletic Trainer		Bachelor's degree with NATA approved curriculum for Athletic Training. NATA and CPR Certified. First Aid and Emergency Care Training. Registration with the Board of Medical Practice.	Provides athletic training services in high school, clinical and athletic event settings. Athletic training services include education, injury prevention, injury assessment, and administration of advanced first aid within scope of the job. Attends designated athletic events, handling emergency situations and making return to play/compete calls. Participates in fitness programs, health fairs, and other athletic training program activities.
Therapy	111	Audiologist		Master's degree in Audiology, current Dispensing Certificate and Certificate of Clinical Competence in Audiology from the American Speech-Language-Hearing Association. Previous experience preferred.	Perform audiometric tests on patients, choosing appropriate procedure based on patient profile. Counsel patients regarding hearing status and needs. Report findings to physicians, other professionals and /or agencies.
Therapy	112	Orthopedic Technician		2 years cast experience in an orthopedic facility OR Certification as an Orthopedic Technician.	Responsible for the application, removal and adjustment of casts and orthotic devices. Provides instructions to patients regarding orthotic care and treatment. Assists Medical Staff with clinic procedures.
Therapy	113	Massage Therapist		Graduate from accredited massage therapy program and national certification.	Performs various trigger point and full body massage techniques for relaxation or therapeutic purposes as prescribed by physician or chiropractor. Develops and maintains accurate patient records.
Therapy	114	Physical Therapy Aide		HS diploma or GED. Completion of physical education exercise physiology/science classes or 2-3 years experience in health or exercise field.	Assists physical therapists and physical therapy assistants with patient treatment including hot and/or cold packs, whirlpool, traction, electric stimulation, exercise and wound debridement. Escorts patients to treatment area and positions them for treatment. Keeps treatment areas clean and orderly.
Therapy	115	Physical Therapy Assistant		Associate Degree from an accredited Physical Therapy Assistant program.	Performs physical therapy treatment through the use of appropriate techniques as instructed by a registered physical therapist. Observes, records and reports patient information to the appropriate care provider. Assists in performing tests and evaluations including goniometry, manual muscle testing and vital signs.
Therapy	116	Physical Therapist		Bachelor's degree in physical therapy and current state license	Evaluates, plans and provides effective physical therapy services to clients. Methods are used to relieve pain or develop/restore muscular functions and include exercise, massage, heat, cold, water, light and/or electricity.
Therapy	117	Occupational Therapist		Bachelor's degree in occupational therapy and current certification.	Coordinates, plans and implements occupational therapy programs to ensure quality patient care. Provides occupational services to assist patients in attaining their highest level of performance in daily life skills.