

Volunteer Position Description

Position Title:	Outpatient Lab Assistant
Position Type:	Patient Services Personnel
Facility:	Flo
Position Summary:	
Provide assistance to our patients and staff. Performs multiple tasks to insure quality customer service and complete service and complete processing of specimens.	
Qualifications:	
<ul style="list-style-type: none">• Maintain Confidentiality• Need keyboard/typing skills• Good customer service skills• Must be able to stand for long periods and walk a great deal• Must be able to push patients in wheelchairs• Must be able to lift up to 10 pounds (general inventory)	
Duties & Responsibilities:	
<ul style="list-style-type: none">• Answers phones and refer inquiries to appropriate personnel• Greet and offer assistance to all patients and visitors in the department• Cleans, organizes and stocks phlebotomy room and be able to work in a safe and orderly manner• Prepares collection kits• Completes assigned tasks pertaining to quality control, safety, and inventory• Implements AIDET principles using communication skills and human relations to promote quality patient care and productive working environment• Transport or assists patients as necessary to next appointment or to the exit• Shall follow and demonstrate knowledge of applicable safety and health rules, guidelines, and procedures as outlined in the SEH Safety and Infection Control Manual	
Key Accountabilities:	
<ul style="list-style-type: none">• Greets patients in a timely manner with good eye contact and a smile• Signs patients into the lab• Answers phone in a professional manner and refers inquiries to appropriate personnel• Takes accurate and complete messages• Transports patients as necessary• Maintains patient confidentiality• Maintains regular weekly schedule	
Time Commitment:	

- Mon-Fri 8 a.m.-12 p.m. (adult volunteer), Mon-Fri 3:30 p.m. – 6:30 p.m. (teen volunteer), Sat 8 a.m.-12 p.m. (adult or teen volunteer)

Uniform:

- Standard volunteer uniform or scrubs. Lab coat will be provided.

Date Originated:

9-2-2014

Date Revised:

[Click here to enter text.](#)

Depart Contact & Phone #:

Kris Wigger, Supervisor, 212-5451

Volunteer Supervisor:

Nicci Hundley, Lead OP Phlebotomist 212-5571

Volunteer Position Requirements

Requirement Codes

FREQUENCY CODES

Defined as the percentage of time this particular activity is required in the performance of the job. Use one of the following letters as defined below.

- N = Not Required (0% of time)
- O = Occasional (5-20% of time)
- M = Moderate (21-50% of time)
- E = Extensive (51% and greater of time)

INTENSITY LEVEL

Defined as the level of importance of this particular requirement. Used more often in lifting, carrying or moving and in the "Physical Requirements" section.

- N = Not Required
- L = Light
- M = Moderate
- S = Significant

INTENSITY LEVEL FOR LIFTING AND CARRYING

- N = Not Required
- L = Light (2 - 7 lbs)
- M = Moderate (8 - 24 lbs)
- S = Significant (25 - 49 lbs)
- H = Heavy (50+ lbs)

Physical Requirements

- Sitting
- Standing with little movement
- Walking
- Hearing
- Talking
- Lifting objects up to waist
- Lifting objects overhead
- Carrying objects
- Pushing/pulling objects
- Filing
- Finger dexterity/handling/feeling
- Typing/keying data
- Eye-hand coordination
- Near vision
- Color vision
- Far vision
- Night vision
- Driving
- Reaching

<u>Frequency Code</u>	<u>Intensity Code</u>
M	
M	
E	
E	
E	
O	Light (2 - 7 lbs)
O	<u>Light (2 - 7 lbs)</u>
O	<u>Moderate (8 - 24 lbs)</u>
M	<u>Moderate (8 - 24 lbs)</u>
O	
M	
O	
	S
E	
E	
E	
O	
N	
M	

Physical Requirements(cont.)

- Ascending/descending stairs

<u>Frequency Code</u>	<u>Intensity Code</u>
O	

Climbing/balancing N
 Bending/stooping O
 Kneeling/crouching/crawling O
 Other, please list
[Click here to enter text.](#)

<u>Mental Requirements</u>	<u>Frequency Code</u>	<u>Intensity Code</u>
Writing	M	
Spelling	O	
Reading	E	
Remembering	E	
Recognition/identification		S
Understanding instructions, information and/or concepts	E	S
Math Skills	M	M
Analysis of information	O	L
Problem solving	O	L
Communication instructions, information and/or concepts		M
Decision making		L
Learning new tasks		M
Drawing	N	<u>Choose an item.</u>
Originality/creativity	N	<u>Choose an item.</u>
Others, please list		
Click here to enter text.		

Working Condition (Environment)

Please place an (X) if these apply to the position

- Normal office environment
- Patient care areas
- Medical (non-patient) area
- Alone in department or shift
- Low lighting
- Low ventilation
- Tight work space
- Potential exposure to disease
- Potential exposure to chemicals
- High noise levels
- Potential electrical hazards
- Potential mechanical hazards
- Potentially dangerous equipment
- Wet environment
- Heights
- Outdoors
- Potential exposure to dust/dirt
- Other possible safety risks please list: exposure to blood and bodily fluids, sharps

Work Schedule

Please place an (X) if these apply to the position

- Varying shifts

<u>View</u>	R	R	N	N	N	N
<u>Disclose</u>	<u>Choose an item.</u>	<u>Choose an item.</u>	<u>Choose an item.</u>	<u>Choose an item.</u>	<u>Choose an item.</u>	<u>Choose an item.</u>
<u>Transport</u>	<u>Choose an item.</u>	<u>Choose an item.</u>	<u>Choose an item.</u>	<u>Choose an item.</u>	<u>Choose an item.</u>	<u>Choose an item.</u>
<u>Maintain</u>	<u>Choose an item.</u>	<u>Choose an item.</u>	<u>Choose an item.</u>	<u>Choose an item.</u>	<u>Choose an item.</u>	<u>Choose an item.</u>
<u>Destroy</u>	<u>Choose an item.</u>	<u>Choose an item.</u>	<u>Choose an item.</u>	<u>Choose an item.</u>	<u>Choose an item.</u>	<u>Choose an item.</u>

Legend

Type of access:

Create: Primary source documentation. (Dictated reports, nurses notes, notations on the MAR)

Modify: Change incorrect data (According to policy)

Use: Read and view the information to make decisions appropriate for your position.

View: Employee may view certain information, but not expected to make decisions based on what they know.

Disclose: Conveyance of the information to persons or entities outside SEMC.

Transport: Moving information from one place to another. (Should not view)

Maintain: To retain documents/files within office/department.

Destroy: Final legal disposition of our business records.

What Information:

Demographic: Information to identify a person (name, address, race, marital status, religion)

Insurance: Information used to identify payers and insured.

Financial/Claims: Payments rates, account balances, payer analysis, etc.

Codified: Clinical information that is in (alpha) numeric format (ICD-9CM, CPT, Rev. Codes)

Clinical: Information that describes a patient's health status.

All: All of the above.