

Medical Clinic
Policy and Procedures Manual
(Updated: November 2016)

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MEDICAL CLINIC

EMERGENCY CONTACT NUMBERS

MEDICAL CLINIC

EMPLOYMENT CONDITIONS

The Medical Clinic is committed to comprehensive, multidisciplinary primary medical care. We value teamwork, establishing long-term relationships with our patients, integrity, timely access to care, and preventative healthcare.

You are expected to perform your duties to the best of your ability. We expect professional and courteous behaviors towards our patients, fellow staff members, and employers at all times. It is expected you will contribute to a cooperative, interactive working environment within the clinic.

Working Hours

The Medical Clinic is open 0900h to 1700h, Monday through Friday. Employees are expected to be at their work stations logged into their computers when the doors open at 0900h. During the 8 hour work day, employees are allowed a one hour unpaid lunch break and two paid fifteen minute coffee breaks time permitting each day. As staff are being paid for their coffee breaks we ask that they remain in the clinic and available to help doctors and patients when required. Scheduling of breaks will be done such as to ensure continuous service to our patients throughout the day. In the event there are still patients in the clinic after 1700h, at least one employee will be required to remain in the building until all patients have left.

Statutory Holidays

The Medical Clinic will be closed on the following statutory holidays: New Year's Day, Alberta Family Day, Good Friday, Victoria Day, Canada Day, Labor Day, Thanksgiving Day, Remembrance Day, and Christmas Day ,Heritage Day and Boxing Day are also designated as general holidays on which the clinic will be closed.

The Medical Clinic may also be closed at the discretion of the physicians.

Probation Period

A new employee is considered to be on probation during the first three months of employment. During this time, the employee will be able to evaluate the job and work environment, and the Clinic Manager(s) and Physician Lead(s) (Personnel) will evaluate the suitability of the employee for the job. At the end of the probation period if mutually agreeable, permanent employment will be offered. At the discretion of the Managers this period may be extended.

Termination

Termination be either the employer or employee can be made any time during the probation period without advance notice. Beyond the probation period, the employee must be given written notice two weeks prior to termination by the employer. Employees must provide written resignation, two weeks

prior to the resignation date. Employees who resign with accumulated vacation time will be paid for the earned vacation days.

Employees who commit a gross violation of the rules will be terminated immediately, without notice or severance.

Upon termination, the Clinic Manager(s) will deactivate the employee's accounts in the Electronic Medical Record, and designate him/her as past user. The Clinic Manager(s) will also contact the Security System Provider to deactivate the employee's passcode, and the Security System Provider will confirm in writing that this has been done. Terminated employees will return their clinic key to the Clinic Manager(s) on their last day or work.

Vacations and Vacation Pay

Employees are entitled to two weeks' vacation in the first year of employment, after completing their probation period. They will receive three weeks of vacation annually during the second to fifth calendar years of employment, and four weeks annually after the fifth calendar of employment. For Part time employees on salary, the number of weeks will be adjusted in equivalence with their FTE.

Vacations may be taken any time during the calendar year, after approval by the Clinic Manager(s). Requests will be made known to other employees. Requests for vacation in the summer period (June through August) should be made by May 1. Every effort will be made to approve employee vacation requests, however in the case of conflict; the employee with the longest service record will be given preference. Vacation periods assigned in advance cannot be pre-empted through seniority. Due to the large number of employee's requesting vacation time in the summer months, employees will only be guaranteed one week of holidays in these months. More time may be granted depending on doctor; schedules, etc.

Employees paid by monthly salary will receive their regular rate of pay for the time of their vacation. All other employees receive vacation pay as a percentage of wages for the year for which vacation was given, at a rate of 4 percent for the first four years of employment, and 6 percent in the fifth and subsequent years.

Sick Leave, Maternity/Parental Leave, Emergency/Discretionary Leave

Full time SALARY employees are eligible for up to 12 days per year sick leave, after a minimum of 12 months of employment. Sick leave which exceeds the 12 days will be regarded as vacation days. When all sick and vacation days have been used any extra days off will be time off without pay. Sick days may be used for personal illness, healthcare appointments or illness and appointments of minor dependent. Employees requiring a sick day should speak to the Clinic Manager(s). Hourly paid employees are NOT eligible for paid sick days.

Vacation/Sick days may not be carried over to a new year. Flex days may not be pre-used and may not be carried over. If they are not used they will be lost.

During the third year of employment, if no more than 6 sick days are utilized, an extra week of vacation will be granted during the fourth year of employment. This will also apply to every subsequent year of employment. For part time employees, the number of days will be adjusted in equivalence with their FTE.

Employees are entitled to up to one year of unpaid, job protected leave in the event of the birth of their child and up to 37 weeks on the adoption of a child under age 18. Birth mothers may take up to 15 weeks of maternity leave and 37 weeks of parental leave. Fathers and/or adoptive parents are eligible for 37 weeks of parental leave. Parental leave may be taken by one parent or shared between two parents but the total combined leave cannot exceed 37 weeks. Employee must have worked a minimum of 52 consecutive weeks to be eligible for maternity or parental leave.

An emergency leave of up to 3 days will be granted, with pay, to full time salary employees in the event of a death or critical illness of a spouse, child, sibling or parent. One day unpaid leave will be allowed in the case of a death of a second degree relative or close personal friend. This will be considered as a vacation day for salary employees and will be unpaid if hourly employee. Discretionary leave may be granted for other purposes with the approval of the Clinic Manager(s).

Benefits

All employees are provided with a health benefit package, currently provided by Albert Blue Cross. Health spending account claims are submitted once per year.

Civic Responsibility

An employee called for jury duty will be paid his/her full salary during the time he/she is engaged in jury service, however, the fees paid to the employee for the jury service, with the exception of transportation payments, will be subtracted from the salary.

On election days, employees are entitled to up to 3 hours during which to attend a polling station. This should be arranged to cause the least interference possible with regular work hours.

Confidentiality

Information concerning patients, their medical conditions and their personal lives must be kept completely confidential. This means it will be shared with no one. Employees are not to access patient information that is not vitally important to their job description. When talking with a patient, do it in such a way that other patients waiting in the office will not overhear. Keep computer screens with open Electronic Medical Records, and all paperwork containing patient information out of sight of patients in the clinic. Patient information should not be revealed to anyone, including family members. Refer requests from patients for their own information to their physician.

Purposeful breach of confidentiality is grounds for immediate termination. Inappropriate accessing of patient information will be evaluated by the Clinic Manager(s) and Physician Lead (Personnel), and may be grounds for termination.

Computer System Security

Computer hardware and software will be updated on a regular basis. Computer software will only be installed by the Electronic Medical Record vendor or Administrative personal. A periodic review of computer software will be completed on all computers and any unneeded software will be removed.

Personal Activities While at Work

Occasionally personal telephone calls, emails, or texts have to be made or received during business hours. A small number of such communications will be permitted provided they are handled in such a way that they do not interfere with job responsibility and are not noticeable to patients. Internet use, not directly related to work activities is no allowed during work hours.

Primary Care Network

The physicians of the Medical Clinic belong to the Primary Care Network (PCN). PCN;s use a collaborative team approach to provide care for patients and to coordinate primary health care services provided by family physicians, Alberta Health Services, and other health care professionals. The PCN currently employs 2 RNs who work exclusively in the Medical Clinic as Chronic Disease Nurses, 2 psychologists, a foot care specialist, and an exercise specialist. They report directly to the executive director of the PCN and indirectly to the physicians of the Medical Clinic. There are also two LPN Panel Managers who are employees of the Medical Clinic, but are contracted to the PCN. These employees report to the Clinic Manager(s). When a PCN employee or contract worker has a concern about the facility or equipment; it should be directed to the Clinic Manager(s). We also have a Dietitian working out of our facilities who is employed by AHS.

GENERAL HOLIDAYS & GENERAL HOLIDAY PAY

*Information taken from the Government of Alberta Employment Standards
Employment.alberta.ca/esfactsheets

RECOGNIZED GENERAL HOLIDAYS (STATUTORY) IN ALBERTA

- New year's Day (January 1)
- Alberta Family Day (3rd Monday in February)
- Good Friday (Friday before Easter)
- Victoria Day (Monday before May 25)
- Canada Day (July 1, except when falls on Sunday, the July 2)
- Labour Day (1st Monday in September)
- Thanksgiving Day (2nd Monday in October)
- Remembrance Day (November 11)
- Christmas Day (December 25)

ELIGIBILITY FOR GENERAL HOLIDAY PAY

Employee who have worked for the employer for at least 30 working days or more in the 12 months before the general holiday are eligible for general holiday pay.

WHEN EMPLOYEES MAY NOT BE ENTITLED TO GENERAL HOLIDAY PAY

An employee is not entitled to holiday pay when the employee:

- Does not work on a general holiday when required or scheduled to do so, or
- Is absent from employment, without consent of the employer, on the employee's last regular working day preceding or first regular working day following the general holiday.

However, employees are eligible if they have the employer's permission to be absent on the regular workdays before and after the general holiday.

ELIGIBLE EMPLOYEE NOT WORKING ON A NORMAL WORK DAY

If a general holiday falls on a day that is normally a work day for an employee and if the employee **does not** work on that general holiday, the employer must pay the employee general holiday pay of an amount that is at least the average daily wage for the employee.

ELIGIBLE EMPLOYEE NOT NORMALLY SCHEDULED TO WORK ON THE GENERAL HOLIDAY-DOES NOT WORK

If an employee who is not normally scheduled to work on the general holiday **does not** work, the employee is not entitled to receive pay for the holiday nor another day off with pay.

EMPLOYEES WHO WORK IRREGULAR SCHEDULES

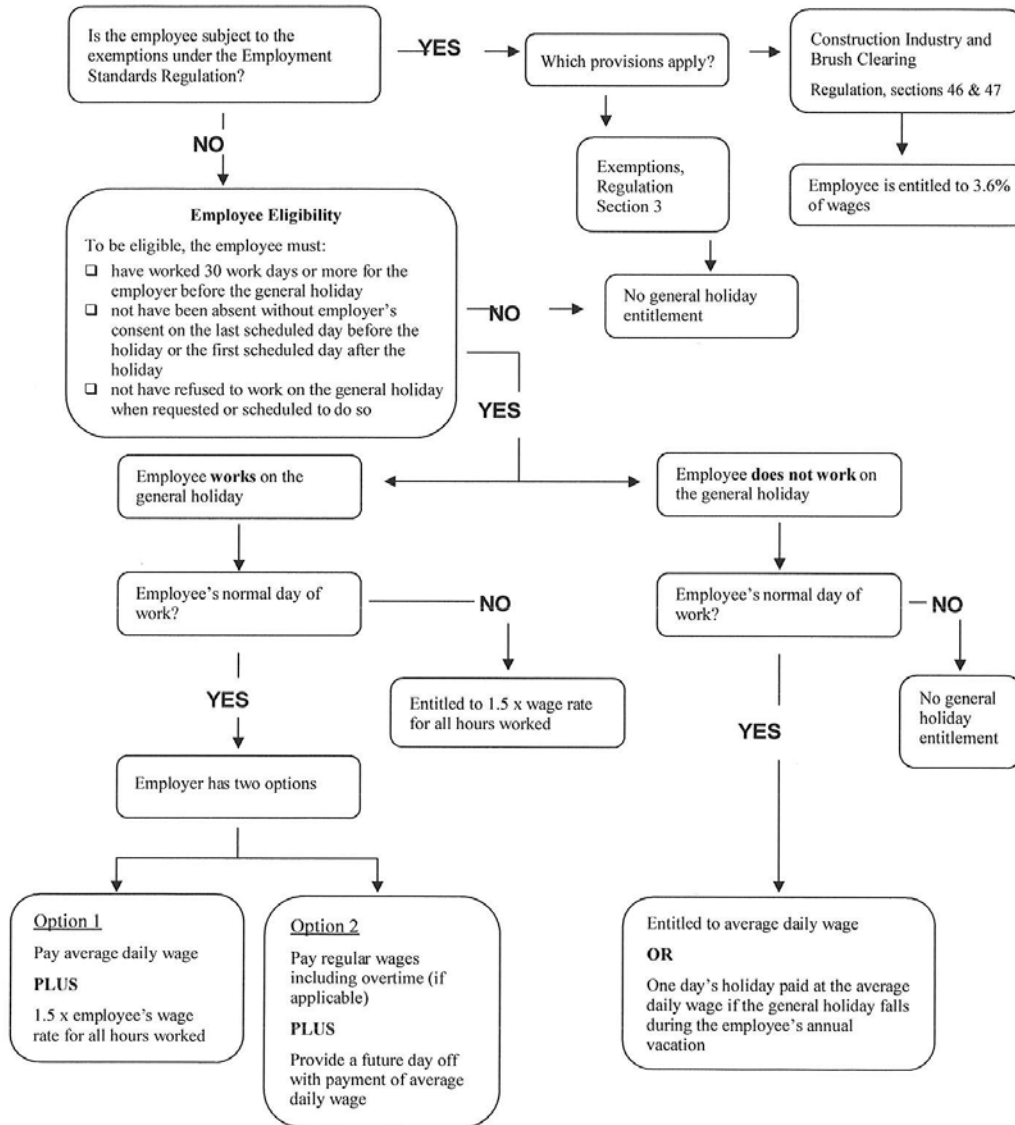
If an employee works an irregular schedule and there is doubt about whether the holiday is a day on which the employee is normally scheduled to work, **the doubt is to be resolved as follows:**

- If during at least 5 of the last 9 weeks, the employee regularly worked on the day of the week that the general holiday falls, the holiday is to be considered a day that would normally have been a workday for the employee

GENERAL HOLIDAY DURING VACATION

If there is a general holiday during an employee's annual paid vacation, and it falls on a day they would normally have worked, the paid vacation is extended by one day. Or the employer can agree to give the employee a different day off with pay before their next annual vacation.

General holiday pay flow chart



FORMS POLICY - STAFF INSTRUCTIONS

Regarding requested forms, reports & letters:

Leave form with middle office staff who will date and stamp form received, review patient portions for completeness and complete logistical information for the Physicians portion of the form.

If the middle office staff is not available, **ensure** the patient has filled out their portion entirely before we can accept the form. The Patient must sign all consent areas before we can accept the form.

Forms are not mailed, faxed, or given to patients until paid for.

Doctors should not accept forms from patients directly. Staff should ask the patients for the form to be given to the middle office staff so that **ALL** the information can be verified and we can ensure the form will follow all the steps to completion and not be misplaced.

Doctors are to return forms to **billing staff** for photocopying, billing and forwarding or presentation to patient.

Staff should present the prepared invoice to the patient at the completion of the requested service. If the doctor does not specify or arrange a fee prior, staff must check on this and ensure that the patient received the invoice and the fee is collected before the patient leaves the premises if at all possible.

CARE AND HANDLING OF SURGICAL EQUIPMENT

All instruments are cleaned before sending to CSR for inspection, wrapping and autoclaving.

Immediately after the procedure cover the instruments with the surgical drape when transporting them to the treatment room.

Place instruments in the container filler with tap water to soak. **FIRST PERSON WITH INSTRUMENTS FOR THE DAY STARTS THE SOAK IN THE CONTAINER UNDER THE SINK.**

Wear eye protection and gloves.

SEE FOLLOWING PAGE FOR PROCEDURE FOR PROCESSING.

Care and Transport of Contaminated Medical Devices for Unit Staff

Medical devices with the potential for delayed reprocessing shall have gross soil removed at point-of-care:

Don appropriate Personal Protective Equipment (PPE). Rinse off gross soiling such as blood clots or tissue by submerging device under water in a designated sink or container. Do not rinse under running water.

Place the device in a plastic bag and spray with Pre-Klenz according to the manufacturer's instructions to prevent the soil drying on the device.

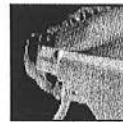
For off-site reprocessing: Seal plastic bag and place in a covered and locked leak-proof transport container, labeled as soiled and/or hazardous goods along with the transfer destination. Place container in a large clear plastic bag and tie. Take to designated shipping/receiving department for transport.

For on-site reprocessing: Seal plastic bag and place device in leak-proof transport container. Transport staff will collect and deliver container to the Medical Device Reprocessing Department (MDR) for reprocessing.

How To Use PRE-Klenz™ Transport Gel



Step 1
Place soiled instruments in tray.
Ensure that all instruments are open.



Step 2
Turn nozzle to "Spray" position.



Step 3
Apply 5-10 sprays per tray.



Step 4
Instruments are now ready for transport.

STERIS

Directions for PRE-KLENZ™ TRANSPORT GEL
STERIS Part # 1112000, 11120
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Reminder: Clean/disinfect environmental surfaces and perform hand hygiene according to infection control best practices.

Please contact your local MDR lead if you have any questions or concerns.

References: AHS MDR-04-89 "Transport and distribution of soiled and sterilized medical devices within the healthcare facility." Sept 2014 ver 4
AHS MDR 04-84 "Off-Site Transportation & Distribution of Soiled & Sterilized Medical Supplies." Sept 2014 ver 4

SUMMARY OF MEDICAL VISITS

COMPLETE MEDICALS

- FEMALES - Check day-Panel Managers will add what is required
 - WT, HT, LMP, BP
 - Pap container with Label
 - Drawer prepper with gloves, speculum, brush, chlamydia & red tip swabs, Q-tip (optional depending on Doctor)
 - Gown and sheet (everything off)
- MALES
 - WT, HT, BO
 - Gown (down to underwear)

DRIVERS MEDICAL

- WT, HT, Eyes. Check day sheet, panel managers will add what is needed re: WT, HT, etc.
- Tops off and gown for women

MATERNITY

- 1st maternity- Gown and sheet (everything Off). Drawer prepped with pap and req.
- WT, HT(1st visit), BP, U/A
- Doptone
- Group B strep at 36 weeks
- Sheet for pelvic exam 36 weeks and later
- Chart to hospital. Nurse will send message when it is to be sent to hospital. Lab will send GBS when it comes in.
- Enter WT, HT, BP, Etc. on chart

VAGINAL INFECTION, PAP OR STI

- LMP
- Undress from waist down and sheet
- Pap container and requisition with Tray prepped

CHEST INFECTION

- Gown or waist up with bra on

PRE-OP

- Fill out form appropriately with doctor information, stamp and date, and HT and WT. Ensure patient information is complete.
- Make sure it is signed, then fax & Photocopy.
- Give original to patient and copy to scan.

ENDOMETRIAL BIOPSY

- Same as Pap with Biopsy curette
- Tenaculum and sound
- Histology container and blue lab sheet. Blue soaker pad set out.

- Undress from waist down and sheet
- Leave pad out for patient as they will need it after procedure.

PROCEDURES

- Prep appropriately as to what part of the body procedure is for.
- Get tray ready – mini suture set, etc.
- Sample container with fluid and blue lab req.

WBC

- Give Billing desk

SOCIAL SERVICES MEDICAL

- Ensure patient brings form with them
- Complete form appropriately, stamp form

UTI

- U/A, C&S with leaks &/or blood &/or nitrites and symptoms, as per doctors request

HCG

- LMP and specific gravity

ACUPUNCTURE

- Book in 30 minute spot with Dr. X
- First treatment \$100, follow up treatment \$60. 1st treatment \$60 if referred by another doctor from this clinic
- Prepare with gown, etc. accordingly

IUD INSERT

- Undress from waist down and sheet
- IUD insert kit on portable tray
- Pap tray out with light in tray
- Blue soaker pad and menstrual pad set out for patient

IUD REMOVAL

- Undress from waist down
- Sponge forceps (ring forceps), Pap tray with light
- Blue soaker pad on portable tray

MORNING CLINIC

- Have area exposed for appropriate area of concern. (i.e. breast lump- undress from waist up with gown)

BABY CHECK

- Dry diaper for weight
- WT
- Down to diaper in exam room
- Lay sheet on exam table for baby to lay on
- Put measuring tape & head circumference tape on bed

6 WEEK POST-NATAL CHECK

- Mom- HT, WT, BP (sometimes need a PAP)
- Baby- WT (undress) & Head circumference & measuring tape on Bed

Patient Charts

ABHC/Out of Province Numbers
Patient Demographics
Patient Medical History
Green Sleeve
Access to Patient Information
Copies or Investigations/Consults
Chart Transfers/Copies
Notes/Flags/Follow-ups/Booking Investigations

Booking Appointments

JOB DESCRIPTIONS

1. Medical Office Assistant

Medical office assistants (MOA) have a variety of different roles in the Medical Clinic. MOAs will be assigned their role by the Clinic Manager, and report directly to the Clinic Manager. MOAs are expected to participate in cross training to other roles, at the direction of the Clinic Manager, to ensure adequate vacation coverage and long term stability of the clinic functioning.

2. Receptionist

The receptionist will sit at the front desk and be the first point of contact for patients entering the clinic.

Duties include:

- Answer incoming telephone calls
- Schedule patient appointments
- Check in patients as they have arrive for appointments
- Ensure contact and demographic information for each patient is entered appropriately in the electronic medical record (EMR)
- Collect payment for uninsured services.

3. Roomer

Roomers are responsible for transitioning patients from the waiting room to the exam rooms.

They will be assigned to work with one or more physician on any given day. Duties include:

- Escort patients from waiting room to the appropriate exam room
- Complete necessary tests or measurements prior to leaving patients in the exam room. These include height, weight, urinalysis, urine culture, urine pregnancy test, visual acuity and blood pressure (with automatic machine)
- Direct patients to undress/change, if appropriate
- Assemble required equipment in each exam room according to the appointment type
- Clean exam room after each patient leaves
- Ensure exam rooms remain stocked with all regular supplies and equipment
- Ensure oto/ophthalmoscopes are changed on a regular basis
- Check and deal with items in physician outbox several times each day

4. Referral Desk

The MOA who works at the referral desk is responsible for arranging specialist appointments and tests for our patients at the direction of the physicians. Duties include:

- Complete or provide the physician for completion, requisitions for test and referrals
- Schedule tests
- Type dictated letters

- Arrange specialist appointments by phone or fax
- Contact patients to advise them of upcoming appointment dates and times. Provide patients with special instructions regarding this appointment

5. Data Management

The MOA who works at the data management desk is responsible for managing incoming investigations and reports. Duties include:

- Download lab results into the EMR and ensure they attach to the correct patient chart
- Monitor incoming fax reports and direct to appropriate individuals attention
- Bring urgent results to physicians attention
- Scan all paper reports and attach to the correct patient chart in the EMR
- Locate missing reports at the direction of physicians
- Pick up lab box from the hospital in the morning and drop it off with any samples from the day at the end of the day
- Order medical equipment and supplies
- Ensure lab samples have appropriate labelling and requisitions
- Ensure lab samples sent out have a result that returns
- Pick up and sort mail daily

6. Billing Clerk

The billing clerk is responsible for submitting and reconciling billing to Alberta Health & Wellness, WCB and any third party billing. Duties include:

- Enter billing into EMR for physician day sheet, nurse day sheet, homecare consultations, anticoagulation, outpatient encounters and indirect billing.
- Bi Weekly submission to Alberta Health & Wellness and WCB via the EMR
- Code outpatient sheets and give them to the Physician for review prior to billing
- Reconcile incoming payments and correct any billing errors
- Manage petty cash
- Bill individuals or insurance companies for uninsured services

7. Miscellaneous Tasks

Other tasks to be assigned to MOA by the Clinic Manager:

- Laundry
- Clean water fountain
- Make coffee and wash coffee dishes
- Purchase coffee supplies
- Pick up mail daily
- Coordinate annual Cost-Plus Plan submissions
- Clean used medical equipment and prepare for sterilization

8. Clinic Manager- Administration

The Clinic Manager will be responsible for the operations of the medical clinic, reporting directly to the physician Lead (Personnel) and informally to all staff physicians on aspects of the operation of the clinic

- Prepare, monitor and review contracts and act as the liaison between contractual companies for routine building maintenance
- Comply with all Physician Office Staff Program (POSP) regulations. Coordinate the administrative requirements of this program, including all Privacy Assessment requirements and audits.
- Liaise with administration from PCN as necessary to promote sound relations and communications
- Set up regular (at least monthly) meetings with Physician Lead(s)
- Prepare invoices at least monthly for PCN
- Supervise aspects of the collection process involving NSF cheque and overdue accounts
- Monitor POSP funding
- Monitor/obtain quotation and seek approval on all major funding requests and capital expenditures
- Purchase food and beverages for meetings as required
- Purchase office supplies as required
- Assist in coordinating orientation and training for physicians
- Supervise set up/registration of new physicians in our billing and scheduling system, Electronic Medical Record, Alberta Health & Wellness, Laboratory, etc.
- Ensure proper functioning of all electronics and assist in replacement/repair of faulty equipment
- Do regular building checks and provide maintenance that is required at the “Residents House”
- Assist in the organization of various physician/employee social events including staff picnic, staff recognition and appreciation events and team building
- Assist HR Manager in any tasks required
- Liaise weekly with HR Manager to discuss any issues which may arise
- Create and implement changes to EMR schedules and notify appropriate departments
- Field and attempt to resolve complaints and concerns from multiple sources including vendors, contractors, and physicians on almost all aspects of the business functions of the clinic
- In the absence of the HR Manager will assume the duties of the HR manager

9. Clinic Manager- Human Resources

The Clinic Manager will be responsible for the operations of the medical clinic, reporting directly to the physician Lead (Personnel) and informally to all staff physicians on aspects of the operation of the clinic

- Directly supervise all clinic and PCN staff and promote sound patient/physician/employee relations
- Recruit qualified staff-prepare and place appropriate advertisements, participate in the review of applications/interviews and manage reference checks if asked
- Maintain employee personnel files

- Discuss with the physician Lead(s) the review of the staffing needs and deployment of staff
- Participate in the development, review and maintenance of new and review existing policies, procedures, and job descriptions. Ensure these comply with Alberta Employment Standards
- Periodically review job descriptions, conditions of employment and the confidentiality policy and enforcement of same
- Arbitrate disputed and provide conflict resolution among employees. Bring matters that cannot be resolved to the Physician Lead(s). Assist the Physician Lead(s) in disciplinary actions and terminations.
- Conduct employee evaluations for clinic staff and PCN staff at least annually. Seek feedback from physician on all employee' performances
- Prepare enrolment, termination and disability documents
- Fields and attempt to resolve concerns or complaints from multiple sources including patients, staff and physician on almost all aspects of the employee functions of the clinic
- Do clinic bookkeeping
- Obtain and submit yearly Cost-plus claims
- Prepare payroll calculations and payments
- Liaise with the accountant in the review and preparation of the clinics annual audited yearend financial statements
- Assist in coordinating orientation and training requirements for employees
- Create employee schedule. Assign all MOA roles and tasks
- Approve all employee vacation, sick time, and any other time away from regularly scheduled work
- Ensure adequate employee cross training for vacation coverage and long term stability of clinic functioning
- Assist in the organization of various physician/employee social events, including staff picnic, staff recognition and appreciation events and team building
- Assist Administrative Manager in any tasks required
- Liaise weekly with Administrative Manager to discuss any issues which may arise
- In the absence of the Administrative Manager will assume the duties of the Administrative Manager

10. Panel Manger

Panel Managers are nurses whose job is to assist the physicians of the Medical Clinic in providing comprehensive primary care to their patients. A large focus of this position is on health promotion and disease & illness prevention. Each panel manager will be assigned to work with a number of physicians. Panel managers are employees of the Medical Clinic, but funding for their position is supported by the Primary Care Network. Panel Managers report directly to the Clinic Manager and are expected to abide by the Medical Clinic Employment conditions.

- Review patients who have upcoming appointments to see if they are due to have screening measures. If measures are due, arrange for these to be completed prior to the upcoming

appointment. These measures include but not limited to; BMI, Blood Pressure, Mammogram, Bone Densitometry, lipid panel, fasting blood glucose, diabetes monitoring labs, smoking questionnaire, colorectal cancer screening and pap smear.

- Assist physicians with procedures
- Administer prescribed injections and immunizations
- Dressing changes
- Suture removal
- Communicate results and information to patients, at the direction of the physician
- Administer SIMARD MD to appropriate patients who are scheduled for a drivers medical
- Assist physician with completing Complex Care Plans on Appropriate patients.

11. Primary Care Network (PCN) Chronic Disease Case Manager

Clinical Triage, Assessment and Intervention

- Provides telephone and in person triage services
- Applies the nursing process including assessing client status, analyzing a nursing diagnosis, implementing a plan of care and evaluating the outcome
- Collaborates with the client, family physician and other members of the interdisciplinary team to develop a health plan
- Documents accurate pertinent client information in a timely manner
- Assists other family practice team members with examinations and procedures as needed

Prevention/Screening and Management of Chronic Disease

- Engage and motive the client in preventive activities and self-care
- Acquire and maintain an understanding of recommended screening for the early identification of chronic disease, including recognizing deviations from normal result
- Acquire and maintain expertise in the management of chronic diseases consistent with the National guidelines and best practices
- Manage anticoagulation safely as per office Protocol

Health Education for Individuals and Groups

- Engage in health education to empower the client with the knowledge to make healthy living choices and to participate in effective self-care
- Develop and provide a variety of educational approaches to address health topics, including individual and group sessions

Health Systems and Services

- Has a comprehensive understanding of health system resources, referral protocols and eligibility criteria for many health services

Professional Responsibility and Accountability

- Practices in accordance with relevant legislation
- Seeks professional development experiences consistent with current primary care practice, new and emerging issues, changing needs of client populations and research

Administrative Responsibility and Accountability

- Demonstrates leadership in Chronic Disease Primary Care programs and services
- Participates in the planning and development of primary care policies, procedures and care protocols
- Maintains productivity standards and practices effective time management and prioritization of work
- Completes documentation, accurate statistical data and reports in a timely manner
- Completes relevant administrative functions and documentation (eg. Educational requests, vacation requests, occurrence reports, complaint process and expense accounts)
- Actively participates in relevant meetings and committees