

**JOB DESCRIPTION**  
**BOULDER MEDICAL CENTER, P.C.-BOULDER,COLORADO**

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Department	Job Title
Nursing-Float Pool	RN

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**JOB SUMMARY**

Under general supervision of the Director of Nursing Services and/or Unit Coordinator and guidance and direction of physician, assists physician in a variety of patient care duties, and performs related clerical duties in accordance with area assigned.

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**JOB RESPONSIBILITIES**

**60%**

**SECTION I – NURSING SKILLS**

**A. CLINICAL SKILLS**

1. Provides comprehensive professional nursing care to individuals and/or families acting as the patient’s advocate, facilitator, and educator.
2. Recognizes, evaluates, and responds to emergency or unusual situations in the clinic, using nursing judgment to ensure medical care.
3. Assists the patient and/or instructs the patient in preparation for physician’s examination and/or specific treatment.
4. Prepares examination/treatment rooms for physician’s use by ensuring that appropriate supplies, equipment and instruments are available and ready on a daily basis.
5. Assists physician with examination by anticipating needs for instruments and supplies. (e.g., minor surgery, pelvic examinations, diagnostic procedures, etc.)
6. Performs routine and special nursing procedures per physician’s order.
7. Collects specimens from patients per visit protocol or provider’s order in accordance with CLIA performance standards. When ordered, performs and documents waived/non-waived testing in both the electronic record and CLIA paper log. Correctly labels laboratory specimens prior to sending to the laboratory verifying lab order has been entered into patient’s electronic record. When required, prints out requisition from patient’s medical record to accompany specimen to lab.
8. Records all medical information in patient’s electronic record (i.e., vital signs, treatments, special procedures, and/or instructions), according to BMC Nursing/Departmental Protocol Manual.
9. Administers, documents in the electronic medical record for all prescribed, OTC medications

and drug samples, according to BMC Protocol Manual requirements.

10. Submits electronically/faxes new prescription and refill prescriptions according to physician/provider in a timely manner. Records all new prescription and refill information in the electronic medical record according to BMC Nursing Protocol Manual requirements.
11. Provides additional instructions and information to patients regarding medical care as ordered by physician.
12. Teaches nursing procedures to patients and/or families regarding specific out-patient medical care as ordered by the physician.

#### **B. COMMUNICATION SKILLS**

13. Utilizes relevant data, such as medical records and patient complaints, observations and listening skills, to identify and resolve problems in nursing care.
14. Initiate with physician's approval referral to in-house and community support services.
15. Provides explanation to patient and/or family regarding treatment plan.
16. Informs patient advocate or coordinator when potential problem is communicated by patient regarding physician-patient relationship or regarding patient concern with care rendered.
17. Calls patients with test results and follow up care or instructions per physician order within department guidelines. Documents call details in the electronic telephone call template.

#### **C. PATIENT CONFIDENTIALITY**

18. Keeps all patient information confidential including staff and providers who are patients.
19. Maintains patient confidentiality in discussing pertinent information that may be needed by fellow staff members.
20. Maintains discretion in reporting patient information to appropriate staff member(s). (Displays sensitivity by choice of location for conversation and limits the amount of detail shared to minimum necessary.)

#### **D. PROFESSIONAL MANNER**

21. Displays professional behavior at all times (manner, dress, language, treating all patients equally, limiting personal information shared with patient.)

22. Greets all patients equally in a professional manner, exhibiting friendliness, concern, and courtesy.
23. Reacts in a positive manner to customer/patient concerns (i.e. remains calm and displays empathy).

#### **E. TELEPHONE SKILLS**

24. Answers phone promptly. Identifies self by name when answering telephone. Retrieves messages from phone mail in a timely manner and responds to patient needs.
25. Demonstrates appropriate skill level for RN in triaging, decision making and advising patients regarding medical care.
26. Documents all incoming calls on paper phone log and transfers information to the electronic telephone template prior to “tasking” provider. Responds appropriately within skill level and seeks provider advice when responding to patients regarding medical care.
27. Refers unusual circumstances appropriately to Physician, Business Office or the Patient Advocate.
28. Understands and utilizes features of the telephone and phone mail system (i.e. hold, transfer, forward, creation of and changing of phone mail greetings, etc.)

#### **E. CLERICAL SKILLS**

29. Participates in on-going Electronic Medical Records learning opportunities. To facilitate BMC’s quality assurance standard, stays current with latest EMR functionality changes.
29. Utilizes appropriate template for specific testing requested according to standard procedures and physician order.
30. Utilizes insurance information (coding books, etc.) when referring patients, scheduling or precertifying procedures to facilitate optimum patient care
31. Efficiently operates computer, copier, fax machine, telephone system and performs numerous other clerical and technical duties in accordance with current procedures.
32. According to department protocol reviews and/or properly prepares patient and/or hospital charges for medical services rendered and submits all charges in a timely manner to data processing.
33. Maintains electronic tickler system for reminders and specific physician concerns. Accepts Responsibility for patient follow up based on tickler file directions.

34. Takes responsibility to utilize timecard, punch in and out, as required, and when applicable, enter department number in time clock if working for another provider or department.
35. Assures availability of supplies and equipment relative to nurse area.

**G. MAINTAINING SKILLS AND KNOWLEDGE OF SPECIFIC AREAS OF NURSING**

36. Participates in continuing nursing education to maintain current nursing standards of patient care and education relevant to the position. (Attach list of seminars or meetings attended.)
37. Seeks out work related learning opportunities and shares work related knowledge with peers.
38. Identifies strengths and weaknesses in own work to improve work performance. Remains aware of goals set annually and works toward accomplishing those goals.
39. Maintains current Colorado R.N. licensure on file with BMC. Completes or keeps existing BCLS certification and ACLS if department requirement, and/or, when applicable, completes/maintains advanced RN certification for given specialty. (Attach copy of current license and other certifications.)

**SECTION II PERSONAL ATTRIBUTES (attitude, work environment, adherence to policies, OSHA guidelines) 20%**

1. Maintains a flexible, open attitude in regard to job and clinic change. Contributes to teamwork necessary to complete BMC and department functions, even if the approach or solution is not the easiest for the department, but is the best solution for the clinic.
2. Makes an effort to accommodate the customer/patient. Displays awareness of the importance of patient access by opening the telephone and voice mail to receive calls during regular working hours. Displays a helpful, can-do attitude when addressing the needs of others.
3. Dependable and uses good judgment in organizing and setting priorities for use of time at and away from work station
4. Adjusts work schedule to meet priorities/emergencies.
5. Plans time to finish tasks in available work hours; checks with supervisor and requests approval, if overtime may be necessary.
6. Ensures patient follow-up in a timely manner.
7. Adheres to BMC policies as stated in the Employee Handbook regarding working hours, lunch

breaks, parking and all other policies.

8. Displays judicial use of PTO for full time employees for illness and vacation by following BMC polices regarding absences and requests for time off. Judicial time off for illness and vacation requests for part-time employees to ensure minimal impact on home department.
9. Adheres to BMC dress code as stated in the Employee Handbook. Dress reflects professional image for the organization when in the facility and on the clock.
10. Wears photo ID badge with photo visibly displayed when on duty.
11. Offers to help others. Utilizes available time to assist other team members (inter or intra departmentally) or to further professional knowledge.
12. Works independently without direct supervision. Able to recognize when to involve coordinator and readily does so.
13. Works to resolve conflicts with others directly, quickly and completely. Displays ability to maintain energy level and emotional control at an even keel.
14. Cleans and sterilizes equipment and instruments, using disinfectants or autoclave, as required, following established procedures.
15. Accepts responsibility for attending OSHA, Compliance, and HIPAA training.
16. Refers to MSDS folder on desk top/tablets prior to handling any chemicals.
17. Demonstrates awareness of OSHA regulations regarding personal protection and patient safety by following universal precautions. Consistently wears protective equipment.
18. Checks assignments daily.
19. Signs up for on call.
20. Works all Satellites.
21. Adjusts personal schedule to accommodate numerous doctor's schedules.
22. Willingness to accept any assignment.

### **SECTION III- PERSONAL INTERACTIONS AND WORKING RELATIONSHIPS -20%**

1. Works and communicates in a positive, cooperative, considerate and thoughtful manner with patients, co-workers, medical staff and management when providing information and services, when seeking assistance, and when clarifying and resolving problems or improving workflow.
2. Communicates with receptionist and patients about delays in schedules and informs patients of delays greater than 15 minutes.
3. Cooperates with other health team members in organizing and scheduling lunch and break coverage, vacation and time off requests.
4. Attends and participates in department, nursing services, and employee meetings.
5. Actively participates in identifying and offering solutions to problems for the improvement of the position, the department, or BMC.
6. Participates in developing or revising departmental operating procedures.
7. Responds cooperatively to supervision. Capable of tactfully giving and receiving criticism.
8. Orients and directs the activities of new personnel, and trains new employees as requested. (Utilizing skills checklist, BMC Nursing Protocol Manual, managed care notebook, etc.)

### **REQUIREMENTS**

**EDUCATION:** Graduate of accredited nursing program. Current licensure by the state of Colorado or Compact State.

**PREVIOUS EXPERIENCE:** Medical office or hospital nursing, at least 1 year, preferred.

**INITIAL TRAINING ON THE JOB:** 1 Month

**JUDGEMENT:** Planning, initiative required-must be able to recognize and identify patient's symptoms and use appropriate professional judgment in course of action.

**REQUIRED KNOWLEDGE, SKILL, ABILITIES:**

**Knowledge:** Broad knowledge base of general nursing practice, knowledge of acute Practice based on skill level, licensure and scope of practice.

**Skills:** Good history-taking; quick, accurate assessments; accurate and complete documentation; good organizational skills.

**Abilities:** To relate and communicate well with patients, to physicians, and to staff. Demonstrates self-direction in establishing priorities and working with little supervision. Maintains high level of precision in judgment, accuracy of assessment, and skill in problem solving under stress based on skill level and licensure and scope of practice.

**CONTACT WITH OTHERS:** All Clinic Personnel, Patients, Pharmacists, Outside Physician Offices.

**PHYSICAL REQUIREMENTS**

Prolonged standing (More than 50%)

Excessive walking (More that 50%)

Kneel or squat repeatedly.

Heavy pushing or pulling.

Bend or stoop repeatedly.

Work with arms above shoulder level.

Lift more than 25 pounds: Occasionally \_\_\_\_\_ Repeatedly \_\_\_\_\_

Lift more than 40 pounds: Occasionally \_\_\_\_\_ Repeatedly \_\_\_\_\_

Have full use of both hands.

Ability to copy numbers in order.

Fine close work (i.e. small print and microscopic work).

Distinguish colors.

Irregular work hours (evening, weekends).

Good voice discrimination (ie. Telephone work).