



JOB FAMILY CONCEPT

This family consists of five levels of physical health provider work. Levels are distinguished based on the complexity of the work, level of supervision received, and the degree of autonomy. This job family is distinguished from the Mental Health Provider job family by the primary responsibility for providing physical health services.

This family provides expertise and guidance in several areas including:

- Clinical Services
- Outreach/Prevention
- Laboratory Services
- Medical Record Keeping
- Medical Supply Inventory and Maintenance

TYPICAL FUNCTIONS

The typical functions listed are typical examples of work performed by positions in this job classification. Not all functions assigned to every position are included, nor is it expected that all positions will be assigned every typical function. Positions may not perform functions from all categories listed.

Positions in this family have unrestricted access to all protected health information as necessary to meet specific job requirements for the Minimum Necessary Standard as described in the Health Insurance Portability and Accountability Act (HIPAA).

Clinical Services

- Diagnose and treat medical conditions for students
- Prescribe therapeutic drugs as necessary
- Refer students for specialized medical care
- Record information gathered and services provided in accordance with legal and professional standards
- Maintain confidentiality in accordance with federal and state laws and professional ethical standards
- Compose correspondence to provide necessary follow-up care
- Carry out immunization programs on campus
- Inform patients of laboratory results and provide any necessary follow-up
- Plan immunization programs
- Supervise physical health professionals in clinical activities

Outreach/Prevention

- Author articles on health related topics
- Assist campus community with need health related information or consultation



- Advise campus community on student health problems and provide guidance when crises occur
- Educate campus community on health related topics as appropriate
- Design, implement and evaluate outreach and prevention programs
- Oversee outreach and prevention programs and supervise these activities

Medical Assisting

- Greet and escort patients to examination rooms
- Take and document vital signs and chief complaints
- Communicate information to appropriate medical care provider
- Enter notes into official medical record regarding vital signs, chief complaints and any laboratory activity
- Maintain records for immunizations and certain medications
- Prepare and clean/sanitize examination rooms
- Maintain supplies for department and examination rooms
- Order and replenish supplies as needed
- Prepare and administer oral and parenteral medications with direction

Laboratory Services

- Draw blood
- Process laboratory specimens (e.g. blood, urine, cultures)
- Perform CLIA waived laboratory tests
- Maintain records of laboratory specimens that have been sent out to reference laboratories
- Keep log of laboratory results when they return from reference laboratories and communicate results to appropriate health care provider
- Perform quality control activities

LEVELS AND COMPETENCIES

The primary distinction between levels is reflected in the Level Descriptors. As levels increase, scope, complexity and degree of independence increase. Higher levels may perform duties of lower levels. Education and experience are stated at the minimum threshold for the level.

Additional education or experience may be desirable for some positions. Experience working for a University/College health center and/or with a diverse population of clients is highly preferred for all levels.

Level 1

PCLS: 06121

**Grade 76
Non-Exempt**

Descriptors

Work is performed under general supervision. Greet and escort patients to examination rooms. Take and document vital signs and chief complaints. Communicate information to medical care



provider. Create and maintain official medical records. Process laboratory specimens (e.g. blood, urine, cultures). May draw blood.

Knowledge, Skills, and Abilities

Knowledge of medical terminology, referral procedures, medical ethics, confidentiality and appropriate recordkeeping procedures. Knowledge of basic computer operation. Phlebotomy skills preferred. Ability to communicate effectively in person and in writing.

Education and Experience

Graduation from a certified medical assistant program, or an equivalent combination of training and experience. Associate's degree and medical assistant certification is preferred.

Level 2

PCLS: 06122

Grade 77

Non-Exempt

Descriptors

Work is performed under intermittent supervision. Greet and escort patients to examination rooms. Take and document vital signs and chief complaints. Communicate information to medical care provider. Create and maintain official medical records. Draw blood. Process laboratory specimens (e.g. blood, urine, cultures). Manage receipt and transport of lab samples, and dissemination of lab results. Maintain and replenish inventory of medications and supplies. Communicate blood borne pathogen standards to health center staff.

Knowledge, Skills, and Abilities

Same as level one, plus: Expert knowledge of medicine inventory standards. Skilled in phlebotomy and blood borne pathogen standards. Ability to manage transport and receipt of lab samples, and dissemination of lab results.

Education and Experience

Graduation from a certified medical assistant program and two years relevant experience, or an equivalent combination of training and experience. Associate's degree and medical assistant certification is preferred.

Level 3

PCLS: 06123

Grade 81

Exempt

Descriptors

Work is performed under general direction. Identify, diagnose and treat medical conditions. Order and interpret diagnostic tests. Prescribe therapeutic drugs as necessary in the treatment of medical conditions. Identify and prescribe pharmacologic and non-pharmacologic interventions. Monitor and adjust patient medications according to protocol or plan of treatment. Refer students for specialized medical care or hospitalization as necessary. Provide outreach and prevention services to students as appropriate. Communicate with student groups and campus community on



health related topics. May draw blood, and collect and process laboratory specimens (e.g. blood, urine, cultures). May lead** lower level employees.

Knowledge, Skills, and Abilities

Knowledge of general medicine. Knowledge of laboratory procedures and tests. Knowledge of appropriate legal and medical procedures relating to health care. Advanced health assessment skills. Accurate diagnostic skills. Excellent communication skills. Ability to interpret and apply professional, state and federal guidelines or regulations relating to health care. Ability to make appropriate referrals as necessary. Ability to lead**.

Education and Experience

Master's degree in Nursing from an accredited postsecondary institution, and one year relevant experience, or an equivalent combination of training and experience. State licensure to practice as a Nurse Practitioner, certification in a specialty area (e.g. ANCC, AANP), and federal DEA number for prescribing medications required.

Level 4

PCLS: 06124

Grade 82

Exempt

Descriptors

Work is performed under general direction. This is the advanced level which identifies, diagnoses and treats more complex* medical conditions. Provide expertise in a specialized area of physical health services, which includes: Acting as the expert resource for this specialized area; providing training to other employees in specialized area; and creating treatment plans for patients needing care related to the specialized area. Lead** lower level employees. Order and may conduct laboratory services. Identify and prescribe pharmacologic and non-pharmacologic interventions. Monitor and adjust patient medications according to protocol or plan of treatment. Refer students for specialized medical care or hospitalization as necessary. Provide outreach and prevention services to students as appropriate. Communicate with student groups and campus community on health related topics.

Knowledge, Skills, and Abilities

Same as level three, plus: Advanced knowledge of specialized field. Advanced knowledge of general medicine. Ability to treat and assess more complex* cases. Ability to create plans related to specialized area of expertise.

Education and Experience

Master's degree in Nursing from an accredited postsecondary institution, and five years relevant experience, or an equivalent combination of training and experience. Additional education/training in a specialized area of study. State licensure to practice as a Nurse Practitioner, certification in a specialty area (e.g. ANCC, AANP), and federal DEA number for prescribing medications required.



Level 5

PCLS: 06125

Grade 83

Exempt

Descriptors

Work is performed under long-range administrative direction. Identify, diagnose and treat the most complex* medical conditions. Supervise** lower level physical health providers and independent contractors as appropriate. Responsible for compliance in the diagnostic laboratory. Develop, implement, assess and administer physical health related programs. Create long-term plans for the direction of clinic. Order laboratory services. Identify and prescribe pharmacologic and non-pharmacologic interventions. Monitor and adjust patient medications according to protocol or plan of treatment. Refer students for specialized medical care or hospitalization as necessary. Provide outreach and prevention services to students as appropriate. Communicate with student groups and campus community on health related topics.

Knowledge, Skills, and Abilities

Same as level four, plus: Expert knowledge of general medicine. Knowledge of diagnostic laboratory compliance regulations and procedures. Ability to design, implement, assess and administer programs. Ability to supervise**. Ability to actively participate in long range and strategic planning.

Education and Experience

MD degree from an accredited medical school and three years relevant experience, or an equivalent combination of training and experience. Appropriate state licensure and federal DEA number for prescribing medications is required.

- * **Complexity:** Refers to the higher level interpretation of and diversity of rules and regulations (e.g. medical protocols and practices, DEA rules and guidelines, Buckley Amendment (FERPA), Federal, State and University regulations, state statues and laws, and professional organization standards). Complexity increases as the application, interpretation, and frequency of working with these rules and regulations increases. Complex positions typically work with conditions and situations which may be difficult to diagnose, assess, and treat.
- * **Scope:** Refers to the impact of decisions on students, the unit/department or campus. Positions with large scope typically impact a larger group of constituencies, or have a higher consequence of error.
- ** **Lead:** Provide day-to-day guidance, training, and direction for staff in addition to other duties. Regularly assign and review work. Fluent in assigned area of responsibility.
- ** **Supervise:** Hire, train, evaluate performance, and initiate corrective action.

[July 2009 revisions included formatting document for consistency.]