

9. Collaborates with the patient/family to develop/implement a written care plan for transitioning from pediatric care to adult care.
10. Develops Care Plans with patient including:
 - a. Collaborating with the Patient / Family to Develop Care Plans Incorporating Patient Preferences and Functional Lifestyle Goals into the Care Plan.
 - b. Establishing Treatment Goals using Evidence Based Guidelines.
 - c. Periodic Reviewing and Updating of Goals at Relevant Visits.
 - d. Assesses and Documents Patient's Self-Management Abilities.
 - e. Assesses and Documents Patient's Readiness to Change.
 - f. Encouraging Self-Management and Developing a Self-Management Plan that Includes Self-Management Goals and Approaches to Monitor Self-Management (i.e. Providing Self-Management Tools to Record Self-Care Results and Training on how to use Self-Management Tools).
 - g. Uses Shared-Decision Making Aids.
 - h. Identifies, Reviews and Addresses Barriers to Care by Working with Other Providers and Community Resources, Including Referring Patient to Structured Health Education Programs such as Group Classes or Peer Support.
 - i. Assesses and Documents Patient's Understanding of Medications.
 - j. Assesses and Documents Patient's Response to Medications and Barriers to Adherence.
 - k. Providing Language Appropriate Educational Materials and Resources to Patients, including providing Visual Educational Materials to Patients with Low Literacy.
 - l. Promotes Adoption of Healthy Behaviors.
 - m. Provides printed copy of Care Plan to patient for home use.

Coordination of Care Duties:

1. Obtains medical records as directed by providers including, but not limited to, Pap smears done outside of the office.
2. Records and updates EMR tracking logs on diagnostics, i.e. X-rays, mammograms, etc.
3. Performs general desk nurse duties, such as answering phone calls from clients, handling faxes, refill line, lab line, and carrying out orders as assigned by providers in EMR.
4. Assists with assigned outreach programs and activities, as needed.
5. Assists with Patient Assistance Program (PAP) medication program and Prior Authorizations for medications.
6. Documents clinical advice provided to patient by documenting call information in patient cases.
7. Provides timely clinical advice by closing patient cases within 48 hours.
8. Maintains confidentiality of all patient information according to federal guidelines and regulations.

Other Duties:

1. Performs general office maintenance, such as restocking exam rooms, disinfecting exam rooms between patients, and cleaning-up in general from daily medical activity.
2. Disposes of biohazard bags and 2/3 full sharps containers from work areas and exam rooms into biohazard boxes.
3. Checks and records expiration dates on medications and vaccines. Orders both medications and vaccines and stocks them accordingly once the shipment has been received.
4. Acts as the Vaccines For Children Coordinator.
 - a. Completes training as deemed necessary by the DPH.

- b. Completes all necessary reports and documents, including, but not limited to inventory, storage and handling of vaccines, ordering and allocation of vaccines.
5. Provides input/feedback to representative on the Performance Improvement Committee and/or submits Performance Improvement Form(s) to share ideas on improvement of workflow, improvement of patient care experience, etc.
6. Attends initial training and ongoing training as assigned to increase knowledge related to job position, patient safety, patient communication, coordinating care for patients with chronic conditions, encouraging patient to engage in self-management, etc.
7. Performs other related duties incidental to the work described herein.

EDUCATION, ESSENTIAL SKILLS AND EXPERIENCE:

- LPN holder of Georgia Licensed Practical Nurse license.
- Experience in a primary health care setting, nursing experience preferred.
- Strong customer service focus.
- Effective verbal and written communication skills.
- Teamwork orientation.
- Organized and able to manage competing priorities.
- Good judgment.
- Resourcefulness in problem solving
- Able to take and follow through with delegated tasks and accountability.
- Commitment to the concepts of preventive health care program and team approach to health care delivery.
- Ability to learn about patients and their problems.

Requires sitting or standing for long periods of time, working in an office and clinical environment. Able to stoop, kneel, bend at the waist, and reach on a daily basis. Able to lift and move up to 25 pounds occasionally. Working under stress and use of the telephone required. Manual dexterity required for use of calculator and computer keyboard and other office machines. Hearing and vision corrected to normal range. Must be a team player and possess excellent customer service skills.