



Position Description Physician

Job Title: Family Physician Internal Medicine Pediatrician
FLSA Code: Exempt

Position Summary: Implements Ravenswood Family Health Center (RFHC)'s mission, philosophy and goals across all activities. Delivers outpatient primary care commensurate with medical degree and privileging, using evidence based high quality care and a patient centered health home (PCHH) framework. Works with other providers to define best clinical practices and with the care team to deliver care under established protocols. Provides comprehensive care that includes wellness, health maintenance and primary prevention, as well as management of chronic diseases and acute care. Works with team and health center to collect data and review reports to improve care and for achieving and maintaining PCHH and Meaningful Use (MU). Champions customer service and quality improvement. Maintains a professional atmosphere that respects patients and staff. Provides consultation and clinical support to nurse practitioners and physician assistants and other physicians as needed.

Essential Duties and Responsibilities:

- Credentialing
 - Works with administration to maintain medical credentials in timely manner and as per policy including licenses, immunizations including annual Tb screen and flu shot, insurances and hospital applications such as to SMMC or LPCH.
 - Maintains CME requirements and board certification as per license and medical specialty board.
- Clinical Quality
 - Examines, diagnoses and treats patients according to degree and medical credentialing.
 - Provides quality medical care according to established standards and RFHC clinical quality protocols; performs all duties and services using a quality improvement approach (see TQM policy) to continuously improve care quality and efficiency and lower healthcare costs
 - Documents on the electronic health record according to standardize protocols that specify templates to use and where to document certain elements to be able to generate required reports for PCHH and MU and others. Uses a SOAP format for each patient problem that supports the assessment and plan and uses standard abbreviations. Documents all patient communication, including phone calls and messages in the patient record
 - Completes medical charts and submits billing encounters within 1 business day.
 - Participates in peer review and internal quality control audits..
- Additional Clinical Duties
 - Assists in covering patients for providers who are out by reviewing labs, returning calls, authorizing prescriptions and other items to ensure continuity of care in general. Reviews "Provider of the Day" box and EHR tasks and Provider Action Queue "PAQ" for providers they are covering.
 - Assists nurses in triaging and sees walk-in patients.
 - Provides clinical support to physician assistants, nurse practitioners, and nurses. Cosigns chart notes for cases discussed.
 - Provides clinical supervision to ancillary support staff such as medical assistants, health educators and lab personnel.

- Attends RFHC meetings, trainings, and completes online compliance courses.
- Provides in-service training for staff on selected medical topics deemed necessary by the Medical Director.
- Works one Saturday shift per month (unless exempt).
- Work hours and productivity standards
 - The provider schedule and hours are determined at the start of employment and require approval to change schedule. Clinic shifts are Day 8-5pm, Evening 10-7pm and Saturday 8:30-12:30pm.
 - Must be present for the entire assigned shift to make sure patients are seen unless arranges with other providers for coverage.
 - Each provider is expected to see between 20 and 25 patients daily
 - Family medicine providers participate in outpatient call according to FTE.

General Employee Duties

- Adheres to basic employee duties that include starting work shifts on time and being available for patient care throughout a work shift, completing time cards promptly, submitting leave requests in a timely manner, complies with dress code and professional conduct towards staff and patients (see RFHC employee handbook.)
- Attends all required staff and provider meetings. If < 50% FTE or not working on days of the meeting reads minutes and related emails.
- Reads and responds to email, voicemail, and texts promptly. Participates in committees and improvement efforts, as requested.
- Participates in quality improvement efforts according to established methodology and protocols.
- Works with care team to help patients meet health maintenance and chronic disease measures and assists in collecting data for the registry.
- Provides input into development of medical policies and protocols. Supports RFHC advocacy/outreach and organizational events.
- Implements and enforces clinic policies and procedures.
- Maintains patient confidentiality according to HIPAA standards at all times especially in the clinical areas.
- Obtains prior clearance from Medical Director for guests, students, or residents wishing to work, train or visit RFHC.
- If representing RFHC at an external event or organization, obtains prior clearance from Medical Director to review presentation.

Qualifications::

- Must be in possession of a valid MD or DO license to practice in the State of California
- Board certified in Internal Medicine, Family Practice or Pediatrics is required. Board eligibility is required for a new graduate while sitting for certification.
- Current CPR or BLS or PALS or ACLS
- Must be credentialed per RFHC policies and procedures for both clinical and billing purposes under Medicare/Medicaid and others; must keep credentials current
- Thorough knowledge of current principles, methods and procedures for the delivery of medical evaluation and diagnosis and treatment in area of expertise, commensurate with his/her training.
- Experience in observing, assessing, examining and documenting key elements for many types of chief complaints.
- Knowledge of relevant medications and dosages and ability to instruct patients and their families in correct usage.
- Understands and observes legal and ethical standards for the delivery of medical care.
- Understands and follows quality, safety and/or infection control standards.
- Possesses effective verbal and written communication skills.
- Prior experience in a Community Health Center or with vulnerable high risk populations; demonstrates special interest in the area of community medicine with ability to provide culturally competent care..
- Ability to complete a medical visit in Spanish is strongly preferred or a defined plan for attaining this proficiency is required.
- Ability to motivate patients to wellness

Service Orientation: Demonstrates a commitment to serving internal and external customers and or patients. Consistently seeks ways to improve service delivery and communicates ideas to management as needed.

Communication: Communicates clearly, accurately, and concisely in verbal and written forms. Effectively adjusts communication to specific situations and diverse audiences to ensure information is understood. Work effectively with multi-cultural and economically diverse patients.

Teamwork: Provides meaningful contributions and actively participates in team activities. Works as part of the care team to provide evidence based care, health coaching, self-management tools and proactively addressing the needs of patients and their families.

Quality: Actively participates in identify areas for improvement and establish methods for quality improvement.

Mental and Physical Demands

- Pace of Work: High stress, very rapid, and demanding
- Concentration: Constant
- Standing and Walking Time Required: At least 30% of the time
- Sitting Time Required. At least 70% of the time
- Time Speaking and Listening: 80% - 90%
- Environmental and Health Hazards: General exposure to communicable diseases and other conditions common to a clinic environment.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this Position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Position the employee is regularly required to sit (up to 80% of the time), stand and walk (10% time). The employee frequently is required to use hands and fingers to operate a computer keyboard, mouse and telephone keyboard up to 80% time . The employee must occasionally bend, lift and/or move up to 10 pounds (varies with position). Specific vision abilities required by this Position include, vision to drive, vision to walk, close vision, peripheral vision, and ability to adjust focus.