



JOB DESCRIPTION

Job title	<i>Licensed Vocational Nurse</i>	FLSA Class:	<i>Non-Exempt</i>
Department	<i>Medical Clinic</i>	Position Type:	<i>Full Time</i>

Job purpose

Under the general supervision of the Medical Director, the Licensed Vocational Nurse is primarily responsible for providing quality patient care, assisting clinic dispensary and participating in the Immunization Program. Health education is also a key component of this position where the individual provides health education to patients.

Duties and responsibilities

- Answer all incoming telephone calls and retrieve telephone messages for the clinic.
- Test the automated reminder call system on a weekly basis.
- Maintain smooth patient flow through communication between patient, provider, Medical Assistant (MA) and other clinic support staff.
- Verify patient's appointment on the NextGen System.
- Update and verify patient's information/data contained within NextGen.
- Check to make sure that Financial Screening, program enrollment, and verification is completed in check-in.
- Screen telephone calls to ensure routing to the appropriate department or individual(s).
- Assist with appointment cancellation and rescheduling and conducting reminder calls.
- Ensure complete and accurate data entry during telephone patient registration process.
- Provide general information (e.g. directions, scope of services, available programs) to patients and/or customers.
- Forward patient concerns and feedback to appropriate personnel within the Community health Center for resolution and optimization of clinic efficiency.
- Responds to general inquiries and calls for emergency requests.
- Provide assistance and information to patient when requested.
- Perform other duties as assigned.

Qualifications

- Bilingual in English and Chinese Cantonese and/or Mandarin
- Required Licenses: LVN & BCLS
- Valid CA diver license



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- Minimum 1 year clinical experience
- Good written and verbal communication skills
- Ability to work and communicate effectively with people from different cultures, social and economic backgrounds, education.

Direct reports

Medical Director