



Title: **Physician**
Immediate Supervisor: Chief Medical Officer
Department: Clinic
FLSA Status: Exempt

The Physician provides medical care in all aspects of medical care at the centers. Ensures the delivery of the highest level of quality care in the most cost-effective way. Works with the Medical Director to identify opportunities to better serve the communities.

Physicians at United Health Centers (UHC) deliver the full range of ambulatory primary care services, including diagnosis and treatment of acute and chronic illness in all age groups, preventative care, well child care, minor surgical procedures, and occasional medical emergencies. They are responsible for seeing their scheduled patients as well as walk-ins and add-ons, providing coverage during the operating hours of the Center, providing telephone consultation as needed, performing administrative tasks associated with the provision of medical care, participating in quality improvement activities and providing community service. Medical providers are expected to manage all patients and conditions within the scope of their training and approved privileges.

MINIMUM QUALIFICATIONS:

Education/Board Certification: Primary source verified Doctor of Medicine or Doctor Degree from an accredited university/ college and completed residency. All medical providers shall be board certified or board eligible with certification pending.

Licensure/Certifications: North Carolina license to practice as a physician is required and must be kept current. Controlled Substance Registration Certificate from the Drug Enforcement Administration ("DEA certificate") is required and must be kept current.

If the physician does not possess the following items, they should be obtained as soon as practical and thereafter maintained: NC privilege license is required by the state of NC and must be posted in the provider's office, Dispensing Physician registration from the North Carolina Board of Pharmacy.

Basic Life Support (BLS), Advanced Cardiac Life Support (ACLS), and Pediatric Advanced Life Support (PALS) certification is required and should be renewed every 2 years.

Competency in the practice of medicine with at least 5 years centered experience preferred. Acceptance of the principles of community health care which include but are not limited to the following: commitment to serve patients regardless of their ability to pay, commitment to culturally competent care, commitment to quality cost-effective healthcare, and commitment to practices of health promotion and disease prevention. Requires and skill or aptitude in the management healthcare providers including conflict resolution, building effective teams and carrying out quality improvement activities.

PATIENT POPULATION SERVED

Pediatric, Adolescent, Adult, Geriatric (Specific age groups for which the physician will provide medical care will be based on his/her scope of training and approved privileges.)

RESPONSIBILITIES AND DUTIES

1. Primary Duties –

Serves as the point of communication between the centers and the UHC Medical Director. Identify opportunities for improvement on the local level and communicates them to the Medical Director. Receives management and policy directives from Medical Director and implements them on the local level.

Works effectively with Practice Manager, social workers, care managers, nutrition clinical staff and pharmacists to develop team-based care model. This will involve defining clinical staff roles and developing care pathways for high risk populations.

Works with CMO and Practice Manager to optimize patient flow and office efficiency. Measures: Will work to optimize office visit cycle time.

Works with Chief Medical Officer (CMO) and Practice Manager to reach individual provider and center productivity goals. Measures: 100% productivity goal met at each center.

Works to optimize patient satisfaction for the site. Analyze the patient satisfaction survey every year and design improvement initiatives to address areas for improvement. Measures: Patient satisfaction scores compared to PHS and CHC benchmarks.

Ensures the center brings together a quality team as needed to implement PHS quality plan. Works with the Quality Director, Practice Manager and Medical Director to carry out improvement initiatives.

Participates in Centers Steering committee and Physician meetings as a representative of his/her practice site.

Conduct clinical staff meetings to build teams and to communicate work on QA and administrative issues.

Acts as the primary mid-level supervisor for FNPs and PAs.

Performs other duties that are key to ensuring the success of the centers.

RESPONSIBILITIES AND DUTIES

1. Primary Duties – Patient Care

- Assesses individual patient conditions utilizing centers observation, medical record, verbal information and interaction with patient/family.
- Identifies the impact of cultural diversity and lifestyle choices on patient condition and makes accommodations for such differences.
- Demonstrates an understanding of the cognitive, physical, emotional and chronological maturation process in delivery of services to patients of the age groups served:
 - a) Pediatric
 - b) Adolescent
 - c) Adult
 - d) Geriatric
- Demonstrates the ability to utilize medical knowledge and sound judgment to appropriately diagnose and treat patients according to the patient's age, within scope of training and approved privileges.
- Utilizes medical knowledge and sound judgment to appropriately prescribe medications, within scope of training and approved privileges.
- Thoroughly documents the patient encounter in a legible, comprehensive and accurate manner utilizing CFMC approved formats and updates pertinent medical record forms, within 24 hours of the patient encounter.
- Appropriately refers patients for subspecialty care as needed.
- Rotates weekly telephone call responsibility, provides appropriate medical advice by telephone and documents telephone encounter.
- Expedites patient flow by seeing patients as assigned (including add-ons and walk-ins).

RESPONSIBILITIES AND DUTIES

2. Administrative Duties

- Addresses needs of patients in an accurate, thorough and timely manner by (1) following up patient phone calls and taking appropriate action (2) completing patient forms related to medical conditions, care, etc.
- Reviews and signs dictated notes, lab test results, consult reports, and all other patient information, and takes appropriate action, according to United Health Centers (UHC) protocols within established timeframes.
- Performs chart audits and peer reviews, as assigned by the Medical Director Supervises Advanced Practice and precepts medical students, residents, PA students and NP students
- Monitors medical records for completeness and accuracy

3. Patient Education:

- Ensures learning needs of patient/family are addressed and documented.
- Assesses the patient's ability to learn.
- Selects appropriate teaching method based on age, learning ability, and other pertinent factors
- Explains procedures, treatments, medication usage as appropriate.
- Documents teaching and patient/family response to such in the patient medical record.

RESPONSIBILITIES AND DUTIES

4. Procedure Execution:

- Performs medical procedures, treatments, and tests using skilled technique and following all prescribed safety regulations to ensure accurate results.
- Routinely takes precautions relative to age, medical history, condition of patient, and type of treatment being given.
- Operates equipment accurately to perform procedure, making adjustments as needed and timing equipment usage properly.
- Monitors course of procedure to ensure desired therapeutic or diagnostic results are obtained and modify as needed.
- Provides for patient's physical needs during procedures to ensure continued comfort and safety.

5. Quality Control/Safety:

- Observes National Patient Safety Goals
- Inspects equipment to ensure its proper functioning
- Monitors environment to ensure safety
- Reports equipment malfunctions, safety hazards and incidents promptly to appropriate person
- Consistently follows all safety policies and procedures
- Utilizes Personal Protective Equipment appropriately

6. Professional Conduct

- Maintains professional demeanor in all interactions with patients and clinical staff
- Functions independently and completes assignments with minimal supervision
- Adapts to changes in the work environment
- Maintains acceptable attendance record
- Observes work schedule by being punctual for shift, observing designated break schedule, and not leaving work area while on duty
- Adheres to all applicable Center and department rules, policies and procedures

- Participates in continuing education, in-services, clinical staff development and meetings
- Has completed annual retraining to include blood borne pathogens, age specific and cultural competency, and safety
- Responds positively to constructive criticism from peers and supervisors

7. Efficiency

- Completes work in an organized and timely manner
- Prioritizes and plans work activities to achieve maximum efficiency
- Meets productivity standards
- Strives to improve productivity
- Organize job functions and work area to effectively complete assignments
- Manage resources efficiently and works to reduce costs and improve quality

8. Quality of Work /Problem Solving

- Demonstrates commitment to excellence by consistently looking for ways to improve and promote quality
- Identifies problems in a timely manner and develops alternative solutions to problems
- Contribute to Continuous Quality Improvement activities
- Reports to appropriate person any conflicting cultural values, ethics, or religious beliefs that may impact patient care
- Consistently evaluates work and evaluate if further steps are needed to meet customer/patient/management expectations
- Demonstrates sound judgment by taking appropriate actions regarding questionable findings or concerns

PHYSICAL DEMANDS/ WORKING CONDITIONS

Vision of at least 20/40 with correction; hearing sufficient to converse over the telephone without misunderstanding and to understand conversation spoken in a normal voice 15 feet away; ability to speak intelligibly and clearly; fine motor skills sufficient to perform physical examinations and minor surgical procedures, write correspondence and fill out necessary paperwork; ability to walk or otherwise move down hallways and through doorways without assistance and must be capable of rapid locomotion in case of emergency (100 feet in 25 seconds or less).

Centers environment with exposure to chemicals, pathogens and patient body fluids.

SIGNATURES:

Print Employee Name: _____

Employee Signature: _____

Date: _____

Print Supervisor/ Manager Name: _____

Supervisor/ Manager Signature: _____

Date: _____