



# Job Description

## Patient Support

<b>Position Title:</b>	Patient Support
<b>Reports to:</b>	Director of Nursing
<b>FLSA:</b>	Non-exempt
<b>Department:</b>	Medical Support
<b>Classification:</b>	Staff
<b>Pay:</b>	\$21.63/ Hour
<b>Date:</b>	April 2024
<b>To Apply:</b>	Please submit your resume and a brief cover letter explaining your interest in providing abortion care to <a href="mailto:dketer@preterm.org">dketer@preterm.org</a> . The email subject line should read: Patient Support Job Application
<p>Preterm's mission is to advance reproductive health and justice by providing safe, respectful, and accessible abortion and sexual healthcare.</p> <p>Abortion is essential to bodily autonomy and gender equity for all people. Providing abortions is a deeply caring and revolutionary act that is part of dismantling oppression and stigma.</p>	

### Position Summary

The patient support position provides support to the medical team and to patients throughout the abortion procedure. Works in recovery room, performs ultrasound during procedure, prepares pathology for review by physician, performs sterilization of instruments, and assists licensed staff in providing high quality and compassionate care to patients. Full-time work is defined as 28 hours or more per week. This position is part of the bargaining unit.

### Duties and Responsibilities

1. Review chart with patient while protecting confidentiality.
2. Completes pre-procedure activities.
  - o Sets-up procedure rooms at start of day. Assure all necessary supplies are available and OSHA requirements are followed.
  - o Stocks and cleans procedure rooms between procedures, preparing room for next patient.
  - o Prepares patient for procedure.
  - o Facilitates the doctor/patient relationship. Informs physician of any pertinent physical or emotional factors affecting patient.

- Remains with patient once entering procedure room with patient. Works with patient before procedure to establish rapport and address patient's procedure-related concerns.
  - Confirms patient's decision to have abortion.
3. Assist during procedures.
- Utilizes stress-management and relaxation techniques to assist patient before and during procedure with pain management and anxiety reduction.
  - Assists the physician with instruments during abortion procedure and laminaria insertion as needed.
4. Completes post-procedure activities.
- Assists patient to re-dress.
  - Assists patient into wheelchair and transports them into recovery room.
  - Settles patient in recovery room. Completes appropriate information on chart.
  - Takes products of conception to autoclave for examination. Prepares tray for cleaning.
5. Provides support and education to patients throughout the abortion process.
- Explores pregnancy options with patients.
  - If patient chooses abortion, provides information about the abortion, home care, and anesthesia choices.
  - Conveys to any pregnant person a sense of their own importance and a sense of their capacity to make choices for themselves.
  - Promotes patient's sense of empowerment by teaching stress and pain-management techniques which will assist them during the abortion procedure.
  - Completes state-mandated consultation and education requirements with patients.
  - Assesses patient's knowledge of and give relevant information about birth control methods and their usage.
  - Assists in obtaining informed consent.
  - Involves friends, families, or partners, when appropriate.
  - Provides all appropriate referrals. Referrals include services for patients who cannot be served at Preterm and other community services as needed.
  - Completes pre-procedure activities.
6. Contributes to the smooth functioning of the clinic.
- Maintains appropriate communication with Director of Nursing.
  - Consults with Director of Nursing, in their absence, other appropriate staff, when unusual issues arise with patients.
  - Maintains awareness of patient flow and paces own work accordingly.
  - Assists with greeting and checking in patients and their significant others, and with keeping clinic records current.
  - Rotates to another assignment as needed to facilitate patient flow.
  - Performs other tasks as requested by Director of Nursing or another supervisor.
7. Attends and participates in scheduled staff meetings.
8. Other duties as required.

## Job Requirements

1. Commitment to reproductive justice and Preterm's mission.
2. High level of interpersonal skills is required in order to establish rapport and provide direct service to patients, to interact effectively with all clinic staff, and to support a team approach.
3. Special problem-solving skills required to assist patients in defining and resolving difficult conflicts and ambivalent feelings.
4. Strong evaluative skills required in order to assess patient needs quickly and accurately before procedures.
5. Ability to use a personal computer and proficiency in MS Office [Outlook, Excel, Word] or similar software is required. Relevant business management systems such as general ledger, HRIS, CRM, etc. is preferred.

## Values and Behaviors

1. Respect
2. Autonomy
3. Empathy
4. Feminism and intersectionality
5. Excellence with integrity
6. Intentional stewardship

## Education and Experience

- Education: High school diploma or GED required.
- Certifications or licensure: Medical Assistant certification.
- Years of relevant experience: 1 to 2 years working in a health care or customer service environment is preferred.
- Years of experience supervising: None.

## Working Conditions and Physical Requirements

- The work environment involves everyday risks or discomforts that require normal safety precautions typical of offices, which includes the need for general safe workplace practices with office equipment and computers, avoidance of trips and falls, and observance of fire regulations.
- The noise level in the work environment is usually quiet to moderate.
- This position is performed in an office setting although off-site meetings in various settings occur.
- The schedule is generally normal business hours although there is a requirement to perform work, attend meetings and events before or after normal working hours, and occasionally on weekends and evenings.
- Some travel by personal automobile is required.
- Must be able to lift 25 pounds.

Employees may be requested to perform job-related tasks other than those specifically presented in this description.