Clinical Lead (job code 1101CRHP)	Tasks related to Job Description	Manager to do
Responsibilities include training, planning, assigning and directing work for Medical Assistant and Clinic Assistant employees. Collaborates with the Practice Manager regarding employee performance evaluations. Provides input for rewarding and disciplining employees. The position is under the direct supervision of the practice manager.		
1. Ensures all patients are roomed on time.	Review dashboard weekly: • Number of patients roomed	
2. Manages the back-office staff schedule with assistance from Office Manager/Practice Manager, arranging for coverage during employee absences.	• Create and manage staff schedules to include staff and provider call offs and replacements (after hours as well). • WEBEX on personal phone. • PTO approval/denials in collaboration with Practice Manager. • Point of contact for Float Pool staff.	Ensure time spent is entered in INFOR if outside of working hours. This time will need to be flexed to avoid overtime.
3. Maintains adequate supply of all clinical forms, coordinating with Front Office Lead to order when stock is low and assuring that changes are made where appropriate.		
4. Leads (or assists with) back-office staff meetings, employee notifications, agenda, etc. with assistance from Office Manager/Practice Manager.	Educational tracking – reminders to staff the need of completion.	
5. Notifies Office Manager/Practice Manager as appropriate to ensure maintenance and repair of all clinical equipment.	Primary contact with Abbott/ID now to resolve issues and ensure maintenance is current	
6. Fulfills all routine back-office/patient care duties as dictated by staffing schedule.		
7. Ensures adequate levels of medical and pharmaceutical supplies, submitting orders as indicated by inventory levels and verifying receipt of orders.	Maintain/Order supplies - may delegate to staff member(s) with oversight from lead	
8. Collaborates with Medical Director/Office Manager/Practice Manager to coordinate/implement all Clinical Laboratory Improvement Amendments (CLIA) regulations for the practice via review of lab personnel (including proficiency testing), review of lab systems, and maintenance of lab policies and procedures.	Ensure proficiency testing is completed and submitted when appropriate.	
9. Collaborates with Office Manager/Practice Manager to ensure compliance with regulatory bodies.	Coordinate License/Certifications based on information provided by PM (INFOR report)	
10. Addresses unsafe conditions in the medical facility and defines corrective action that must be taken.		
11. Addresses factors that might increase the infection rate and corrective actions that must be taken.		
12. Coordinates quality control check completions.	• Back up to staff responsible for QC • Ensures QCs are kept up to date	Determine what QCs will be needed for specific department(s)
13. Directs routine clinical in-service for practice staff.	In-person training (In-services) for changes in protocol/procedures	PCMH meetings

Clinical Lead (job code 1101CRHP)	Tasks related to Job Description	Manager to do
14. Assists Office Manager/Practice Manager with documentation of performance issues.	• Staff rounding with Practice Manager, monthly • Witness crucial conversations as needed	• Ensure confidentiality of discussions. • Lead should only respond to questions asked directly to them from PM.
15. Ensures integrity of inventory in locked medicine cabinet including sample medications.	May delegate to other clinical staff and oversee.	
16. Demonstrates continued professional growth through attendance of in-services, education, seminars and continuing education programs to meet practice/regulatory guidelines.	• HealthStream • Lippincott Solutions	
17. Trains new or existing personnel on new procedures or techniques and maintains appropriate on-site documentation.	• Preceptor • EPIC SuperUser • MUSE • Cardiosoft • Partners with Nurse Educator for training and competencies	
18. Ensures staff inbasket messages are responded to within a 24 - 48 hour turn around.	Manage work performed/deficiencies via dashboards.	
19. Ensures all charges are entered by clinical staff.	• Revenue Guardian report • ECG report • Assists staff with chart correction submissions	Ensure education and understanding on running, reviewing/correcting charges
20. Oversees all medication and Durable Medical Equipment (DME) prior authorizations obtained by clinical staff either through Epic or CoverMyMeds.		
21. Serves as the Clinical Superuser and provides training on new processes in Epic.		
22. Other duties may be assigned.	Partner with Practice Manager to create/maintain Provider on Call schedule – Qgenda	
a. Enters Midas incidents.	Place work orders and oversee staff to ensure not duplicating work and accuracy of submission.	
b. Works across organization in assisting with area of expertise; i.e. nursing, employee health, medical records, quality assurance. Serves as role model for all staff.		
c. Plans, evaluates, recommends and implements new initiatives when appropriate.		
d. Coordinates OSHA and other regulatory training and compliance.	Ensure Temp logs are completed daily - may delegate.	