



**Heart of Ohio Family Health Center  
LPN or RN-Prior Auth and Medication Adherence**

**Summary:** This position supports the Organization in the following manner:

- Complete prior authorizations to get medications covered by insurance and assist patients with getting access to medications.
- Provide medication adherence counseling to patients by phone and assist patients with barriers to medication adherence.
- Fills in to assist with other nursing duties during staff shortages (rooming patients, triage, assisting with paperwork, etc.). Includes working in and taking calls for family/internal medicine, OB/GYN, and pediatrics.

**Reports to:** Clinical Pharmacist

**Supervises:** No

**Dress Requirement:** scrubs in accordance to Heart of Ohio Family Health Center's dress code policy

**Work Schedule:** F/T

Monday through Friday during standard business hours

Times are subject to change due to business necessity

**Exempt**

**Non-Exempt**

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**Job Duties,** these are considered essential to the successful performance of this position:

- ✓ Complete prior authorizations to get medications covered by insurance.
- ✓ Assist patients with getting access to medications by working with providers to prescriber covered medications, connecting patients to 340B discount medication program, and utilizing prescription assistance programs.
- ✓ Provide medication adherence counseling to patients by phone and assist patients with barriers to medication adherence through education, strategies to improve adherences, coordination with providers/clinical pharmacist, and addressing social determinants of health. Confirms medication fill history with pharmacy.

- ✓ Fills in to assist with other nursing duties during staff shortages (rooming patients, triage, assisting with paperwork, etc.). Administers nursing care to those with medical conditions or injuries
- ✓ Includes working in and taking calls for family/internal medicine, OB/GYN, and pediatrics.
- ✓ Other duties as assigned (non-essential)

**Job Qualifications** (Experience, Knowledge, Skills and Abilities)

- ✓ Current license to practice as a Registered Nurse (RN) or Licensed Practical Nurse (LPN) in the state of Ohio required
- ✓ Skill of phlebotomy
- ✓ Prior vaccine and immunization experience, preferred
- ✓ Ability to work with supervision and make decisions based on established policies and procedures
- ✓ Skills to expertly deliver exceptional health care to the public
- ✓ Ability to successfully work in unison with others to create an efficient, harmonious work environment
- ✓ Demonstrates competency in working sensitively and respectfully with people of various cultures and social status
- ✓ Knowledge of federal, state and local laws and regulations pertaining to health care and safety
- ✓ Ability to communicate (orally and in writing) in a professional manner
- ✓ Ability to maintain an established work schedule to ensure dependability and accuracy of work quality

**Equipment Operated:**

Telephone & Fax	Computer & Printer	Blood Glucose Monitor
Blood Pressure Machines	Waived function testing	Pulse oximeter
EKG	Centrifuge	NST machine
Oxygen	Audiometer	Audio Visual
HBA1C analyzer	Ultrasound	Other office and medical equipment as assigned

**Facility Environment:**

All facilities have a medical office environment with front-desk reception area, separate patient examination rooms, nursing stations, pharmacy stock room, business offices, hallways and private toilet facilities. All facilities are on the main ground floor and ADA compliant. This position’s primary work area is patient examination rooms and nursing stations. The patient examination rooms and nursing stations areas are:

- kept at a normal working temperature
- sanitized daily
- maintains standard office environment furniture with adjustable chairs
- maintains standard office equipment; ie, computer, copier, fax machine, etc. at a normal working height

**Physical Demands and Requirements:** these may be modified to accurately perform the essential functions of the position:

- Mobility = ability to easily move without assistance
- Bending = occasional bending from the waist and knees
- Reaching = occasional reaching no higher than normal arm stretch
- Lifting/Carry = ability to lift and carry a normal stack of documents and/or files
- Pushing/Pulling = ability to push or pull a normal office environment
- Dexterity = ability to handle and/or grasp, use a keyboard, calculator, and other office equipment accurately and quickly
- Hearing = ability to accurately hear and react to the normal tone of a person’s voice
- Visual = ability to safely and accurately see and react to factors and objects in a normal setting
- Speaking = ability to pronounce words clearly to be understood by another individual

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**Indicate Frequency of Factors that Contribute to this Position:**

<i>Factor</i>	<i>Frequency, 0 = never, 1 = occasionally, 2 = normally, 3= often, add explanation where needed</i>
Normal, steady work pace	2
Randomly changing work pace	2
Fast, sometimes chaotic, high stress work pace	2
Independent decisions made without supervision	3
Exposure to trauma, grief, death, etc	2
Exposure to disease or bacteria	2
Handles closed containers or vials of patients’ bodily fluids or tissues	2
Required to wear safety clothing or equipment	2
Handles money or financial accounts (cash, checks or credit cards)	0
Interacts personally with public and business associates	2
Interacts with public and business associates via the telephone, letter, or	2

other non-face-to-face measure	
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