

CHOC Non-licensed Skills Guide

(Cross-referenced with Patient Care Technician and Heart Station Technician II)

CHOC non-licensed staff (PCT, MA, HST) must be formally trained and demonstrate competency to perform any clinical tasks assigned to them. This form does not validate employee competency to perform tasks.

General Responsibilities	Policy / Resource	PCT / HST II	MA
Patient Confidentiality/HIPAA	X.A	X	X
Risk Management/ Completing a VERITAS report	QSRP 10-10.01	X	X
Understanding Regulatory Agencies (TJC, TOSHA, CMS)	OP 10-10.24	X	X
Hand Washing Responsibilities	IP 10-10.07	X	X
Environment of Care Responsibilities/Tracers	SA 40-10.03	X	X
Universal Precautions	CL 30-04.16	X	X
Reports any missing information or findings to nurse and provider	HR Scope of Practice	X	X
Cleans exam rooms between patients and restocks rooms	IP 10-10.16	X	X
Monitors Refrigerator/Freezer temperatures (logs)	Safety SOP-Refrigerator and Freezer Monitoring	X	X
Locating appropriate biohazard waste disposal	Safety SOP-Hazardous Waste: Handling and Disposal	X	X
Occurrence Reporting: Veritas	QSRP 10-10.01	X	X
eStar Responsibilities			
Performing intake: <ul style="list-style-type: none"> • Visit Information • Advanced Directive Screening (teen) • Vital Signs • Pain screening • Travel/Communicable Disease Screen • Personal Safety • Activity and Nutrition • Nutrition Screen • Intake – Annual • Education (language, education level) • Demographics • Allergies / Contraindications • Validate medication list* (within Medication Reconciliation) • History (birth history, medical HX, family hx, surgical hx, social history, lifestyle history) • Hearing/Vision • Photoscreening • Screening tools (e.g. ACT, MCHAT, PHQ) 	MM 10-10.05 SOP – Medication Reconciliation: Outpatient	X *CHOC PCTs can perform all eStar responsibilities except medication reconciliation	X
Reconciling outside information/medical records			X
Reconcile MHAV information		X	X
Ensures referrals, consults, and labs are submitted			X
Receive and send communication in message baskets and routes messages appropriately (to nurse or provider)			X
Scheduling appointments			X
Faxing through eStar		X	X
Populates a medication cart in Rx Star	AM 20-10.05		X
Enter Pending Order	SOP: Order Action by User Type Matrix; IM 10-20.19		X
Communication			
Practices CREDO, HEARD, and AIDET		X	X
Communicates by learning needs for patient and family and provides handouts/materials (non-clinical education e.g. MHAV, billing)		X	X
Activate Interpreter services when needed	OP 10-50.01	X	X
Communicates wait times and/or delays to patient and family		X	X
Telephone <ul style="list-style-type: none"> • Messages • Screening • Call Backs 			X
Telehealth			
Uses phone etiquette		X	X
Pre-charting: <ul style="list-style-type: none"> • Allergies • Validate medication list* (within Medication Reconciliation) • Current problems/complaints • Surgical history • Pharmacy location update 	CHOC Telehealth Resource	X *CHOC PCTs can perform all eStar telehealth responsibilities except medication reconciliation	X
Clinic Readiness			
Verifies all exam rooms are cleaned and stocked	IP 10-10.16	X	X
Access and revises Patient Summary List	OP 10-10.20	X	X
Orders supplies when needed		X	X
Prior Authorization for treatment (precertification)			X
Calls patient from waiting room and places into exam room		X	X

Prepare patient for exam • Instructions for gowns, positioning etc.		X	X
Patient Education-Documents/handouts or other materials provided to the patient (non-clinical education e.g. MHAV, billing)	CL 30-05.05 – Patient and Family Education	X	X
Universal Protocol (Time-Out)	CL 30-04.16	X	X
Orientation/Education			
Assists with new staff orienting to clinic	CL 20-07.02	X	X
Serves as a preceptor for new employees • Completes orientation checklist for new hire	CL 20-07.02	X	X
Attends educational offerings, committees, and focus groups	CL 20-07.02	X	X
Skills			
Sterile tray setup	Sterile Field Prep (Ambulatory) (Elsevier)	X	X
Ultrasonic Sterilization	IP SOP: Cidex-Quality Control, Disinfection Procedures, Neutralization, and Spill Cleanup IP 10-10.12		X
Central Sterilization process	IP 10-10.12		X
High Level Disinfection (HLD)	IP SOP: Device Reprocessing with High Level Disinfection IP 10-10.12	X	X
Therapeutic holding		X	X
Obtaining Vital Signs and Measurements: • Height/Weight • Temperature • Pulse-Radial and Apical • Respirations • Blood Pressure- Electronic and Manual • Oxygen Saturation		X	X
Phlebotomy • Venipuncture • Capillary stick (e.g. finger, heel)	Blood Specimen Collection: Venipuncture (Pediatric) Vanderbilt (Elsevier) Specimen Collection: Capillary Blood (Pediatric) Vanderbilt (Elsevier)	X	X
CLIA waived-POCT: • Fecal Occult Blood • Gastric pH • Occult Blood • Urine Dip Stick • Clinitek (urine) • Urine Pregnancy • Hemoglobin A1C • Flu • Strep • Hemocue	CL 30-08.20	X	X
Specimen Collection: • Urine • Throat • Nasal • Stool • Sputum	CL 30-08.20	X	X
Dry Sterile Dressing application	CL SOP-Wound Care, (Advanced) Specialty Dressings	X	X
Suture and staple removal	Mosby's Staple and Suture Removal (AMB)		X
Steri-Strips application and removal	Mosby's Staple and Suture Removal (AMB)		X
Intermittent urinary catheterization and care	CL 30-15.05	X	X
Indwelling urinary catheter insertion and care	CL 30-15.05	X	X
Intake and output measurement	Mosby's: Assessment Intake and Output	X	X
EKG standard 12 lead**	Electrocardiogram: 12 Lead (Pediatric)(Elsevier)	X	X
Therapeutic hold for procedures		X	X
Pulmonary Function Testing (PFTs)		X	X
Holter monitor placement ***		X	X

**Must complete training with superuser prior to performing

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