

Telephone Advice Line Physician Lead 0.2 FTE (8 hours wkly)

ESSENTIAL DUTIES:

Under the general direction of the Director of Primary Care, the Physician Lead performs the following essential job functions:

- Provides medical care to adult and pediatric patients with acute and/or chronic medical problems referred from the Nurse Advice Line, through a virtual visit over the telephone. This includes obtaining medical history, ordering and interpreting diagnostic tests as indicated, initiating and monitoring treatments, and counseling patients on their medical condition in accordance with established procedures and protocols; (.1 FTE)
- Should be comfortable and experienced with telephone interactions as approach for patient care
- In collaboration with the TAPS team, leads the development of the Telephone Visits Program for primary care
- Works with the TAPS team to establish QI and QA policies/procedures, and performance measures to ensure the delivery of high quality care
- Works effectively as part of a multidisciplinary team with the Nurse Advice Line, the health center primary care team, San Francisco General Hospital and other community resources and agencies to coordinate care for patients;
- Is available to answer clinical questions and receive consults from TAPS NPs.
- Participates in staff meetings and in-service activities of the Community Primary Care Service of SFGH as directed;
- Performs limited administrative responsibilities as assigned by the Director of Primary Care;
- Performs other related duties as assigned/required.

DESIRED QUALIFICATION(S):

- Two (2) years experience in a community based or outpatient clinic providing service to the medically underserved in a multicultural environment.
- Fluency in Spanish, Cantonese and/or Mandarin.
- Ability to operate a personal computer including knowledge of Microsoft Word and basic Excel.
- Willingness to work flexible hours, including evenings and weekends.
- Ability to work as part of a multi-disciplinary team, to prioritize and handle multiple tasks and to work independently.
- Sensitivity to and experience working with racially, ethnically, culturally and sexually diverse individuals.
- Excellent oral and written communication skills.

Telephone Advice Line Provider (NP or MD)

ESSENTIAL DUTIES:

Under the general direction of the COPC Medical Director, the Physician Specialist or Nurse Practitioner performs the following essential job functions:

- Provides medical care to adult and pediatric patients with acute and/or chronic medical problems referred from the Nurse Advice Line, through a virtual visit over the telephone. This includes obtaining medical history, ordering and interpreting diagnostic tests as indicated, initiating and monitoring treatments, and counseling patients on their medical condition in accordance with established procedures and protocols;
- Should be comfortable and experienced with telephone interactions as approach for patient care
- Participates in the Quality Improvement and Assurance in developing the Telephone Visits Program for primary care
- Works effectively as part of a multidisciplinary team with the Nurse Advice Line, the health center primary care team, San Francisco General Hospital and other community resources and agencies to coordinate care for patients;
- Participates in staff meetings and in-service activities of the Community Primary Care Service of SFGH as directed;
- Performs limited administrative responsibilities as assigned by the Medical Director;
- Performs other related duties as assigned/required.

DESIRED QUALIFICATION(S):

- Two (2) years experience in a community based or outpatient clinic providing service to the medically underserved in a multicultural environment.
- Fluency in Spanish, Cantonese and/or Mandarin.
- Ability to operate a personal computer including knowledge of Microsoft Word and basic Excel.
- Willingness to work flexible hours, including evenings and weekends.
- Ability to work as part of a multi-disciplinary team, to prioritize and handle multiple tasks and to work independently.
- Sensitivity to and experience working with racially, ethnically, culturally and sexually diverse individuals.
- Excellent oral and written communication skills.