The duties of a Scribe are to document the physician dictated patient history, physical examination, family, social, and past medical history as well as document procedures, lab results, dictated radiographic impressions made by the supervising physician and any other information pertaining to the patient’s encounter in the Emergency Department or other clinical medical setting. Scribes are not patient care providers, nor are they part of the hospital staff; they are solely employed by EMSOC/ScribeMD and as such are the physician’s representative and employee.

**Outline of Essential Functions:**

1. Scribes are assigned to work with one physician per shift.
2. Scribes accompany the physician upon patient interview and examination.
3. Scribes document the physician dictated patient history, including history of present illness, review of systems, past medical and surgical history, family and social histories, medications and allergies.
4. Scribes document physical examination findings and procedures as performed by the physician.
5. Scribes document the results of laboratory and radiographic studies as dictated by the physician.
6. When the physician concludes the patient’s encounter, the physician will review all documentation completed by the Scribe, make any necessary amendments, and sign the chart. The physician is ultimately responsible for documentation of the patient’s encounter.
7. The physician and the Scribe will make “chart rounds” to review patient status, delays, and any other care-related issues.
8. All orders for patient care must be communicated by the physician and not the Scribe.
9. Scribes do not participate in any patient care and should refer all requests related to patient care to the responsible physician or nursing staff; including, but not limited to, transporting specimens, answering phones, assisting patients, calling physicians, etc.

**Additional Responsibilities:**

1. Maintain and demonstrate an understanding of the team approach to patient care and documentation.
2. Complete and present the medical record in collaboration with the supervising physician.
3. Pursue continuing education through clinical experiences to enhance skills and knowledge in the promotion of quality documentation.
4. Participate in ongoing educational opportunities as offered by EMSOC/ScribeMD.
5. Attend regularly scheduled EMSOC/ScribeMD staff meetings.
6. Be responsive to improvement opportunities in a positive manner.
7. Communicate in a professional and respectful manner to the supervising physician, ancillary hospital staff, and EMSOC/ScribeMD staff.

**Knowledge/ Skills/ Abilities:**

1. Demonstrate the knowledge and skills necessary to document patient care as dictated by a physician in a legible and clear manner, following all local, state, and federal guidelines for documentation.
2. Demonstrate an ability to maintain confidentiality and privacy in accordance with governing HIPAA regulations.
3. Demonstrate organizational ability to maintain and coordinate multiple forms and paper documentation related to patient care.

**Information Management:**

1. Treat all information, data and training materials utilized in the scope of the Scribe position with complete confidentiality and security.

**Risk Management:**

1. Cooperates fully with all risk management activities and investigations.

**Safety Requirements:**

1. Observes and complies with Hospital Codes of Safe Practice, safety policies and emergency procedures.

**Minimum Position Qualifications:**

1. High school graduate
2. Minimum one-year and 2 shifts per week availability to work
3. Excellent and legible penmanship
4. Ability to multi-task and consistently communicate in a professional manner
5. Completion of a medical terminology course or one year medical terminology experience in a clinical setting
6. Punctuality and preparedness for all shifts and work-related activities
7. Professional appearance is required. Must comply with dress code which includes no visible tattoos, no visible piercings other than one set on the earlobes. For males, neatly groomed and clean hair including beards, mustaches and sideburns. For perfume and cologne worn — must be a minimal amount and very light scented. As per safety requirements – females must have clean and well groomed hair, and medium and long hair must be worn up. Also per safety requirements, no dangling earrings or plugs larger than the width of a pencil, no excessive jewelry, no acrylic fingernails or fingernails longer than ¼”, and fingernails must be kept trimmed and clean. Required to wear Scribe program approved scrubs (black) and appropriate shoes. No “crocs” shoes allowed as per hospital policy. Willing to adhere to all hospital and EMSOC/ScribeMD policies regarding dress code and appearance.
8. Ability to check and respond to all correspondence, including email, phone calls or text messages in a timely manner.

**Preferred Position Qualifications:**

1. Healthcare student - physician, nursing, physician assistant, healthcare administration, etc.
2. College level education including health or medical related courses
3. Upper level knowledge of medical terminology
4. Upper level typing/computer skills
5. Fluent in a foreign language, preferably Spanish and willing to obtain certification as a translator
6. Willing to make two-year commitment to work

**Environmental Conditions:**

1. Ambulatory-care settings including but not limited to emergency departments, outpatient clinics and inpatient hospital settings.
2. Exposure to patients of various acuity levels ranging from low acuity to critically ill

**Physical Requirements:**

1. Ability to stand for extended periods of time, with shift lengths of up to 9.5 hours.
2. Normal vision (or corrected vision) and hearing
3. Ability to handwrite large amounts of dictated information during your shift
4. Ability to multi-task and perform duties under pressure
5. Adequate knowledge of computer usage and ability to tolerate viewing on computer monitors for extended periods of time

Terms of Employment:

1. Per-diem, non-benefited, at-will employee
2. Employment in one of the following current Scribe locations:
   a. St. Joseph Hospital Emergency Department
   b. CHOC Children’s Emergency Department
   c. Hematology Oncology Medical Group of Orange County
   d. CHOC CS Cardiology
   e. CHOC CS Endocrinology

Orientation/Training:

1. Scribes will receive appropriate educational materials, classroom and clinical training.
2. Classroom training and orientation consisting of:
   a. Minimum of 30 hours of classroom training (for SJH ED)
   b. Classroom training hours vary for other Scribe locations
      1. Medical terminology- spelling, terms and hospital-approved abbreviations
      2. Clinical diagnostic pathways including common tests, procedures, and medical work-ups
      3. Basic medical Spanish
      4. Basic pharmacology
      5. Training in documentation procedures specific to the Emergency Department or other clinical settings
      6. Administration of all required immunizations
      7. Will receive a tour of the assigned department, including disaster preparedness policy and procedure.
      8. Compliance training – HIPAA, sexual harassment, healthcare compliance
      9. Must pass proficiency testing at the completion of classroom training
   c. Minimum of 50 hours of clinical training – to be completed with a Scribe Trainer
      1. Will receive an in depth orientation to clinical work area, and disaster preparedness policy and procedure.
      2. Demonstrate competency in the application of documentation procedures.
      3. Training in all hospital-based computer programs and applications. Must demonstrate ability to access all components of a patient’s medical record in a timely manner.
      4. Demonstrate proficient level of all Scribe duties during final clinical training shift.

Introductory Period:

1. Ninety-day introductory period during which time the Scribe is expected to perform all Scribe duties at the minimum proficient level as well as demonstrate expanding knowledge and performance of Scribe skills.
2. At the end of the introductory period, all scribes will receive a written evaluation of their performance.
   a. Any Scribe who does not meet minimum expectations will be counseled regarding areas of improvement and provided with clear descriptions of recommendations and time frame for specific goals needed to perform at proficient level.
b. All Scribes who meet or exceed expectations at the conclusion of the introductory period will be removed from the introductory status.

**Annual Evaluations/Compliance Measures:**

1. Annual written performance evaluations and competency validations, supplemented with appropriate feedback based on performance.
2. Annual TB testing and influenza vaccine. Additional immunizations will be administered as deemed necessary by EMSOC/ScribeMD or the clinical setting the Scribe works in.
3. Annual compliance training – HIPAA, sexual harassment, healthcare compliance, EMTALA 911 and other compliance training deemed necessary by EMSOC/ScribeMD or the clinical setting the Scribe works in.
4. Hospital required training to include MAB (Management of Assaultive Behavior) and N-95/PAPR mask fit testing (protective respiratory mask).