

**Memorandum of Understanding (MOU)
Between
Department of Veterans Affairs
VA Puget Sound Healthcare System (VAPSHCS)
American Federation of Government Employees (AFGE) AFL-CIO
National Veterans Affairs Council 53 (NVAC)
AFGE Local 498 and AFGE Local 3197**

The following constitutes an agreement between the parties of the VA Puget Sound Health Care System (VAPSHCS) at all locations, and the American Federation of Government Employees (AFGE), AFL-CIO National VA Council #53 (NVAC), AFGE Local 498 and AFGE Local 3197, concerning the appropriate arrangements and procedures for the Diagnostic Imaging Service (DIS) Medical Support Assistant-GS0679-05 and the Advanced Medical Support Assistant- GS0679-06 (MSA) Functional Statements for the Seattle and American Lake campuses at VA Puget Sound Health Care System. Hereinafter, the parties are referred to as "Management" and the "Union".

1. The Parties agree that the obligation to bargain due to the National Demand to Bargain dated 23 May 2017 has been fulfilled during the 27 September 2017 meeting held at the Seattle Lake campus where the parties met to determine that the appropriate arrangements and procedures were met.
2. The parties agree the purpose of the updated MSA Functional Statements is to standardize all MSA duties to provide scheduling roles related to all modalities of DIS which will improve the overall customer service provided to Veterans by providing consistency and continuous scheduling coverage. This will also alleviate scheduling backlog and create optimum MSA function and flexibility.
3. Both Management and the Union reserve the right to reopen bargaining on this MOU by providing a minimum of 30 days advance written notice requesting negotiation. The terms of this MOU will remain in place until any new updates are agreed upon.
4. The effective date of this MOU will be 1 October 2017.

APPROVED:

Donald Fowler
NVAC 11th District Representative
Chief Negotiator, Labor

Date: 10/18/17

Donald L Fowler

Kathryn Sherrill
Interim Director, Diagnostic Imaging
Chief Negotiator, Management
VA PSHCS

Date: 10/18/2017

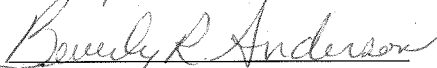
Kathryn Sherrill

Beverly Anderson
President, AFGE Local 3197
Seattle Campus

Aleece Faivre
Administrative Officer, Diagnostic Imaging
VA PSHCS

Date: 10/18/2017

Date: 10/18/17



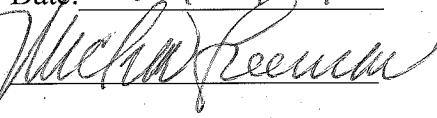


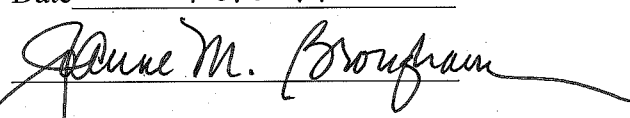
Michael Freeman
President, AFGE Local 498
American Lake Campus

JoAnne Brougham
Associate Director, HPM
VA PSHCS

Date: 10/18/17

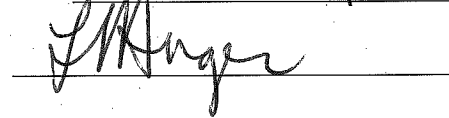
Date: 10/18/2017





Lavoyn Anger
ER/LR Specialist
VA PSHCS

Date: 18 Oct 17



Ground rules for the establishment of the appropriate arrangements and procedures for the Diagnostic Imaging Service which pertain to the updated Functional Statements for Medical Assistant-GS0679-05 and Advanced Medical Support Assistant- GS0679-06 employees located at the American Lake and Seattle Divisions with the American Federation of Government Employees (AFGE), AFL-CIO National VA Council #53 (NVAC), AFGE Local 498 and AFGE Local 3197.

Ground Rules

The following constitutes an agreement of ground rules between the parties of the VA Puget Sound Health Care System (VA PSHCS) at all locations, and the American Federation of Government Employees (AFGE), AFL-CIO National VA Council #53 (NVAC), AFGE Local 498 and AFGE Local 3197, concerning appropriate arrangements and procedures for the establishment of updating Functional Statements for Medical Assistant-GS0679-05 and Advanced Medical Support Assistant- GS0679-06 for the Seattle and American Lake campuses at the VA PSHCS. Hereinafter, the parties are referred to as "Management" and the "Union".

1. This agreement is made to the extent of statute and in accordance with the 2011 Master Agreement between the Department of Veterans Affairs (DVA) and American Federation of Government Employees (AFGE). These ground rules will govern appropriate arrangements and procedures for negotiating a Memorandum of Understanding (MOU) between parties for the bargaining of establishing the Diagnostic Imaging Service updated Functional Statements Advanced Medical Assistant-GS0679-05 and Medical Support Assistant- GS0679-06. The parties may amend, only in writing, any provisions of these ground rules or any agreed upon language by mutual consent.
2. Any current, Local Supplemental Agreement or MOU will remain in force unless there are specific provisions that are in conflict with the provisions of the current Master Agreement or by mutual agreement by both parties.
3. The Chief Negotiator for either party has the authority to sign any agreement reached by the parties herein. The final agreement upon the terms and wording of the MOU concerning appropriate arrangements and procedures for the establishment of the VA PSHCS Diagnostic Imaging Service updated Functional Statements Medical Support Assistant-GS0679-05 and Advanced Medical Support Assistant- GS0679-06 will be binding upon the parties unless or until either party gives notice to the other of its desire to amend or modify said MOU. Proposed changes to the final agreement (MOU) may be initiated by either party at any time, with no less than a 30-day calendar day notice.
4. If the parties are unable to reach agreement after the fourth (4th) bargaining session, a joint request for the service of a mediator from the Mediation and Conciliations

Services will be made. The two Chief negotiators can, by mutual agreement, extend the sessions and/or number of sessions. Other options under Alternative Dispute Resolution (ADR) can be utilized upon mutual agreement. If impasse is reached, either party may file with the Federal Services Impasse Panel (FSIP) after giving notice to the other party. If mediation does not resolve the impasse, the parties agree to proceed to binding arbitration using FSIP.

5. VA PSHCS Management will provide secure, mutually accessible, adequate space for negotiations and caucus rooms, which are adequately lighted, heated/air conditioned and spacious with telephone access, electrical outlets for computers, and readily available restroom facilities. The Agency will provide adequate administrative support, for both teams, and references material that are routinely available at the VAPSHCS.

6. The Union and Management shall be entitled to an equal number of bargaining members. Each party may have up to three (3) negotiators, which by mutual agreement may be increased based upon the complexity and/or numbers of issues to be negotiated, which include third party procedures. Each party will identify their Chief Negotiator, who will be empowered with requisite authority to negotiate on behalf of their respective party, approve decisions and be responsible for the leadership of their respective party.

7. For clarification of issues, by mutually agreed upon, the parties that participation of any Subject Matter Expert (SME) shall be for the purpose or providing resource information mutually beneficial to the parties and would be the responsibility of the requesting party. Nothing precludes either party from requesting a recorder on 100% official time.

8. The parties will use a combination of bargaining techniques. As each proposal is taken up, the parties offering a proposal will explain it, and will at a minimum provide the meaning and objectives of the proposed language. There will be ample opportunity for questions and answers, additional information, and other discussion. Both parties will be allowed full opportunity to present necessary and relevant information to support their positions. The parties will follow this procedure in a good faith effort to reach agreement.

9. The first bargaining session will be conducted at a time and date mutually agreed to by the parties, but no later than thirty (30) calendar days after the effective date of the Ground Rules. Negotiations will not be tape recorded (either audio or video). Notes are the responsibility of each party. No official minutes will be taken. If exceptions are discussed and documented outside these ground rules or resulting MOU, the Chief Negotiators' signatures must be included for them to be considered valid. Each negotiating workday will have mutually agreed upon time for meals with appropriate

breaks. Through mutual agreement, the Chief Negotiators may make changes to the session schedule.

10. All proposals/counter proposals will be hard copy and addressed to the Chief Negotiators, who will initial each proposal on each agreement reached to signify that negotiation concerning that issues is completed. Both parties will be allowed full opportunity to present necessary and relevant information to support their positions.

11. The Chief Negotiators will be responsible for, and by mutual agreement, permit observers to attend local bargaining. These observers will not participate in discussions and will otherwise abide by all the ground rules agreed upon by the parties. Each Chief Negotiator may approve attendance of alternates at the negotiation sessions for their respective team. The alternate will have the full rights, responsibilities and authority of the team member for whom they are substituting.

12. Changes to the agreed upon times/days will be by mutual consent of the Chief Negotiators.

Donald C Fowler

Donald Fowler
NVAC 11th District Representative
Chief Negotiator, Labor

Date: 9/27/17

Beverly Anderson

Beverly Anderson
President, AFGE Local 3197
Seattle Campus

Date: 9/27/2017

Michael Freeman

Michael Freeman
President, AFGE Local 498
American Lake Campus

Date: 9/27/17

Kathryn Sherrill

Kathryn Sherrill
Interim Director, Diagnostic Imaging
Chief Negotiator, Management
VA PSHCS

Date: 9/27/17

Aleece Faivre

Aleece Faivre
Administrative Officer, Diagnostic Imaging
VA PSHCS

Date: 9/22/17

JoAnne Brougham

JoAnne Brougham
Associate Director, HPM
VA PSHCS

Date: _____

Lavoy Anger

Lavoy Anger
Employee/Labor Relations Specialist
VA PSHCS

Date: 27 Sep 17

Title 38 / Hybrid Title 38 Functional Statement

Facility Name: VA Puget Sound

POSITION TITLE	PAY PLAN - SERIES - GRADE	SERVICE	# (HRMS use only)
Medical Support Assistant-DIS	GS-0679-5	DIS	

GENERAL DESCRIPTION OF ASSIGNED DUTIES

Describe the nature, purpose and location of the work.

The incumbent serves a foundational role within the Diagnostic Imaging Service (DIS) at the VA Puget Sound Health Care System. The Medical Support Assistant works collaboratively with other members of an expanded health care primary care team including Primary Care Providers, RNs, pharmacists, social workers, dieticians, behavioral health staff, etc. to provide a robust interdisciplinary approach to care. Important interfaces and collaborations also occur with larger health care system providers including VA and non-VA specialists, hospitals, diagnostic and treating facilities, and community based programs.

The incumbent is expected to be trained and participate in scheduling roles related to all modalities of DIS. The incumbent is expected to be perform front desk functions. The MSA participates in teamlet huddles and team meetings where patient care planning and management occur to include during periods of staff shortages for coverage.

The duties of this position are performed on a regular and recurring basis in the DIS care areas. The position may be located at the Seattle or American Lake Division.

FUNCTIONS OR SCOPE OF ASSIGNED DUTIES

Lists the major duties and responsibilities of the position.

Receives patients and visitors in person or telephonically. Records and relays messages and/or redirect calls as necessary. Refers urgent messages and patient results to the appropriate Care Team member for immediate action. Obtains identifying information and determines the nature of the visit/call. Insures eligibility for care and contacts appropriate staff member for verification, when necessary. Schedules appointments and provides information regarding unit, clinic and hospital policies, procedures and locations to patients, family members, staff, etc., or refers to other resources for difficult questions or concerns.

Maintains and monitors patient appointment schedules for the unit/clinic, and communicates delays in scheduled appointments to the appropriate staff and patients. Attempts to resolve complaints of a local administrative nature and refers other complaints to appropriate authorities. Coordinates and/or schedules patient appointments with other clinics or specialties. MSA validate and obtain the insurance when placing the patient on the VCL.

Receives and handles concerns ensuring that quality service is rendered in a timely, competent, and caring manner. Serves as coordinator for questions including interpretation of policy relating to the provision of medical services. Responds to complex questions involving a range of issues. Researches problems and/or reviews issues and requests related to information regarding provisions for medical care, eligibility, etc.; clarifies issues and evaluates the need for additional information. Provides advice regarding regulations. Identifies and recommends ways of eliminating, combining, simplifying, or improving procedures and processes. The incumbent works on special projects and prepares special and recurring reports as directed.

Ensures the database integrity by monitoring, for accuracy and completeness, all systems of data entry and collection; this includes current software as well as future updates and revisions. Makes patient appointments and determines the patient's eligibility for benefits. Answers questions, provides information, gives guidance and initiates action as appropriate. Verifies benefit eligibility determinations; outlines the medical care benefits to which the patient has entitlement. Obtains all key information needed and initiates administrative processing of basic requests and forms. To include uploading reports to the medical record, downloading requested reports or images. Obtains and uploads outside imaging CDs to local PACS system and to include burning CDs for delivery for outside entities. Provides eligibility determinations and information to the medical staff. Copies and files documentation, and enters information into the computer.

Incumbent must be able to interpret and communicate requirements of VHA Scheduling Directives and other appropriate amendments from the National Radiology Service complete accurate scheduling responsibilities:

- a) Schedule appointments utilizing the Radiology Scheduling Package, Electronic Waiting List accurately in a timely manner. All appointments will be made with the patient's input, either in person or by phone. This may require a high level of coordination to avoid patients having to make multiple trips to the medical center whenever possible.
- b) Notifies his/her supervisor when clinic access is less than desirable or if an individual patient cannot be scheduled within mandated clinic time frames.
- c) Daily review of active/pending consults, Electronic Wait List, Recall list and Audio care communications for accuracy and disposition.

Provides administrative support for the facility in handling written correspondence and telephone inquiries, training, contacting various ancillary services to ascertain status of admission of transfers to other facilities. Incumbent coordinates care with local ancillary facilities for the care and/or testing or treatment of patients; i.e. laboratory testing, radiological screening.

Completes administrative functions pertaining to deaths, telephonic consents, Agent Orange, compensation and pension, MPI, duplicate merges, and POW registry.

Responds to questions from patients concerning services. Provides advisory and technical assistance to patients, administrative staff, and professional staff regarding medical care eligibility to include Non-VA Care Consult process.

The incumbent determines legal eligibility for hospitalization, ambulatory care and out-patient treatment for Veterans with service connected and non-service connected disabilities. Determines immediate eligibility on the basis of information supplied by the applicant. Determines prima-facie eligibility for benefits when no supporting documents are available. Incumbent has the responsibility of determining medical care eligibility for Veterans including but not limited to Fee Basis, Sharing Agreements, CHAMPVA, TRICARE and other special groups for outpatient treatment and inpatient services. Incumbent is an expert on eligibility Priority Groups and explains these groups to all new enrollees and to those Veterans and employees who present with questions.

Responds to technical questions regarding patient rights, responsibilities, and dental/nursing home/medical eligibility for care.

Processes admissions and transfers into the medical center. Performs clerical work in support of the care and treatment given to patients such as receiving patients and maintaining patient files Processes all requests for compensation and pension examinations from Regional Office and ensures that reports are completed accurately within allotted time frames for each step in the examination process. Responsible for all activities pertaining to

deaths occurring at this medical center.

Additional duties or tasks may be assigned within their scope.

SUPERVISORY CONTROLS

Describe supervision as related to the clinical and administrative aspects of the work of the position.

The employee works under the general supervision of the Section Director, or Clinic Manager. The supervisor sets priorities and attainment of specific milestones within a project as well as deadlines for work completion.

Employee is expected to carry out assignment independently in accordance with unit/clinic standards, procedures and accepted practices for accomplishing work in each phase of assigned programs. Receives guidance concerning new procedures and assignments in accordance with governing regulations and refers unusual problems to the supervisor. Completed work is periodically checked for timeliness, adequacy of problem resolutions, service provided and compliance with unit/clinic procedures and policies.

QUALIFICATION REQUIREMENTS

Title 38 or Hybrid Title 38 Occupation official qualification standards of the position as stated in VA Handbook 5005, Part II, Appendix G.

Qualifications standards for this position are stated in VA Handbook 5005/53 Part II, Appendix G45 which are appropriate to the Title 38 or hybrid Title 38 occupation.

CUSTOMER SERVICE REQUIREMENT

Meets the needs of customers while supporting VA missions. Consistently communicates and treats customers (Veterans, their representatives, visitors, and all VA staff) in a courteous, tactful, and respectful manner. Provides the customer with consistent information according to established policies and procedures. Handles conflict and problems in dealing with the customer constructively and appropriately.

AGE, DEVELOPMENT, AND CULTURAL NEEDS OF PATIENTS REQUIREMENT

Description of elements for individuals who have responsibility for the assessment, treatment, or care of patients. Elements must address the age groups of patients treated as required by the Joint Commission.

Age-specific care, as identified in the Age-Specific Competencies including knowledge of changes associated with aging and principles of growth and development relevant to the adult and geriatric age groups; ability to assess and interpret data about the patient's status; and ability to identify age-specific needs and provide the appropriate care based upon the age related factors noted.

COMPUTER SECURITY REQUIREMENT

Incumbent must protect printed and electronic files containing sensitive data in accordance with the provisions of the Privacy Act of 1974 and other applicable laws, federal regulations, VA statutes and policy, and VHA policy; protect the data from unauthorized release or from loss, alteration, or unauthorized deletion; follow applicable regulations and instructions regarding access to computerized files, release of access codes, etc., as set out in the computer access agreement signed by the incumbent.

OTHER REQUIREMENTS

Uses word processing software to execute several office automation functions such as storing and retrieving electronic documents and files; activating printers; inserting and deleting text, formatting letters, reports, and memoranda; and transmitting and receiving e-mail. Uses the Veterans Health Information and Technology Architecture (VistA) to access information in the Medical Center Computer System.

CERTIFICATION: I certify the accuracy and essentiality of the position.

SUPERVISOR SIGNATURE AND TITLE

DATE

Title 38 / Hybrid Title 38 Functional Statement

Facility Name: VA Puget Sound

POSITION TITLE	PAY PLAN - SERIES - GRADE	SERVICE	# (HRMS use only)
Advanced Medical Support Assistant-DIS	GS-0679-6	DIS	

GENERAL DESCRIPTION OF ASSIGNED DUTIES

Describe the nature, purpose and location of the work.

The incumbent serves a foundational role within the Diagnostic Imaging Service (DIS) at the VA Puget Sound Health Care System. The Medical Support Assistant works collaboratively with other members of an expanded health care primary care team including Primary Care Providers, RNs, pharmacists, social workers, dieticians, behavioral health staff, etc. to provide a robust interdisciplinary approach to care. Important interfaces and collaborations also occur with larger health care system providers including VA and non-VA specialists, hospitals, diagnostic and treating facilities, and community based programs.

The incumbent is expected to be trained and participate in scheduling roles related to all modalities of DIS. The incumbent is expected to be perform front desk functions. The MSA participates in teamlet huddles and team meetings where patient care planning and management occur to include during periods of staff shortages for coverage.

The duties of this position are performed on a regular and recurring basis in the DIS care areas. The position may be located at the Seattle or American Lake Division.

FUNCTIONS OR SCOPE OF ASSIGNED DUTIES

Lists the major duties and responsibilities of the position.

The incumbent is responsible for identifying Radiology orders that are incomplete, pending, and in hold status; communicating findings to providers to facilitate accurate workload credit and revenue collection.

As front line contact with patients and staff, the incumbent sets the tone for perception concerning quality of healthcare services at the VA. A high degree of tact and diplomacy is required when dealing with Veterans who have multiple health problems and who may be frustrated with the administrative process associated with diagnosis and treatment. A caring, compassionate and sensitive manner is essential when explaining procedures to Veterans and their family members both in person and on the phone.

The position involves performing receptionist duties, customer service and other duties assigned for the proper and timely treatment of patients and maintains appointment schedules for one or more outpatient clinics. He/she must assist with clinic access contingency plans by adjusting appointment times, location, or dates as well as shift patients to other healthcare providers as conflict with staffing and/or coverage occurs.

The MSA supports patient safety standards through correct identification of all patients through use of two forms of identification, Veterans Identification Card (VIC) and full Social Security Number. He/she must use each interaction with the patient to validate and update patient demographic information, either in person during check-in or over the phone, to decrease the incidence of returned mail due to incorrect addresses and inability to contact patient by phone due to incorrect number.

Responds to Stat and Urgent orders that are written/electronic or faxed requests for medical information from hospitals and/or doctors.

Contacts professional staff to obtain information necessary to respond to requests when not readily available in the record. Coordinates the completion of various forms. Obtains medical records from non-VA providers as requested by providers and/or patients. Responsible for ensuring non-VA records are forwarded to the appropriate provider for review prior to inclusion into the patient's medical record and uploading reports to the medical record, downloading requested reports or images. Obtains and uploads outside imaging CDs to local PACS system and to include burning CDs for delivery for outside entities. Provides eligibility determinations and information to the medical staff. Copies and files documentation, and enters information into the computer. Provides eligibility determinations and information to the medical staff. Copies and files documentation, and enters information into the computer.

Incumbent must be able to interpret and communicate requirements of VHA Scheduling Directives and other appropriate amendments from the National Radiology Service complete accurate scheduling responsibilities:

- a) Schedule appointments utilizing the Radiology Scheduling Package, the Electronic Waiting List accurately in a timely manner. All appointments will be made with the patient's input, either in person or by phone. This may require a high level of coordination to avoid patients having to make multiple trips to the medical center whenever possible.
- b) Notifies his/her supervisor when clinic access is less than desirable or if an individual patient cannot be scheduled within mandated clinic time frames.
- c) Daily review of active/pending consults, Electronic Wait List, Recall list and Audiocare communications for accuracy and disposition.

The MSA uses various VHA databases (Choice Portal, VSSC, Proclarity, Wait times, patient satisfaction, etc) to extract, categorize, and collate specific patient/provider metrics required to manage the health care needs of the service. The MSA develops and maintains specific reports used by the team to monitor, track and trend care delivery as well as participating/leading quality improvement efforts focused on cost, access, quality and satisfaction.

Coordinates clinic set up for DIS clinics such that capacity meets demand and all VHA directives for access are met. Gathers demand information through evaluation of consult requests and population demographics. MSA validate and obtain the insurance when placing the patient on the VCL.

Responsible for reviewing and following up with MSA Supervisor on Pending/Incomplete/Hold items for the clinics and for processes to ensure compliance with all documentation regulations.

The MSA has significant responsibilities within this context including coordinating communications during the inpatient to outpatient discharge interface, communicating with non-VA medical offices/facilities to coordinate care, participating in secure messaging with the patient and team, notifying patients of normal lab results, and communicating with the patient and team as necessary.

Considerable independent judgment and critical thinking skills are required. The MSA fully participates in the daily huddles and weekly team meetings where patient care planning and management occur.

Enters electronic work requests for the repair of medical equipment, furnishings and the physical plant. Coordinates with Facility Management Personnel to for routine maintenance and cleaning.

Prior visit tasks may include setting a visit agenda with the patient (what health care needs Will be addressed), eliciting a basic history, checking on medication use and ensuring needed testing is conducted.

This position provides support to one or more outpatient clinics and is an integral member of the outpatient clinic team to effectively carry out day-to-day administrative operations of the clinic.

The incumbent is responsible for accurate appointment management and the coordination of all administrative information between the professional staff and the patient This includes updating and verifying demographic information, scheduling appointments, collecting insurance information, data entry, administratively managing consultation requests and the electronic waiting list, and notifying the patient of his/her scheduled appointment. The MSA must demonstrate technical competency in the use of the Vista and CPRS systems. The incumbent orients medical staff to basic administrative policies and procedures dealing with outpatient scheduling and other administrative topic.

The incumbent provides administrative support to Physicians, Physician's Assistants, Nurses, Advanced Registered Nurse Practitioners, Dietitians, Social Workers, and other administrative and professional staff throughout the Primary Care Service area. The outpatient program requires administrative scheduling and appointment coordination for diagnostic testing, and consultative appointments for many clinical services. The incumbent must provide excellent customer service and must adhere to VA local, National and Service policies and procedures. He/she must abide by Federal privacy and confidentiality regulations, and exhibit ethical conduct all times. Employee must complete and adhere to necessary annual VHA training requirements. He/she has a key role in the VHA Network Performance Measures for Revenue, Customer Service, Access to Care, and overall quality of healthcare delivery.

Additional duties or tasks may be assigned within their scope.

SUPERVISORY CONTROLS

Describe supervision as related to the clinical and administrative aspects of the work of the position.

The supervisor makes assignments by defining objectives, establishing priorities and determining deadlines, The supervisor assists with unusual situations which do not have clear precedents. The employee plans and carries out successive steps of work assignments and independently handles scheduling problems and deviations based on personal knowledge of clinic operations and policy, schedules, and provider's preferences. The incumbent must coordinate efforts to ensure all aspects of duties are accomplished efficiently, timely, and correctly.

Incumbent plans and carries out the day-to-day operation of the office independently utilizing initiative to resolve problems. Incumbent's supervisor sets priorities but allows the employee to organize recurring activities. Completed assignments are evaluated for technical soundness, usefulness, and conformance with VA requirements. Supervision is generally limited to review of overall results on daily scheduling reports, insurance data capture, and standards of performance as well as feedback from the clinic team to ensure mission is carried out. The MSA is able to independently manage position responsibilities with little supervision as well as set priorities and deadlines adjusting the flow and sequencing of the work to meet team and patient needs.

QUALIFICATION REQUIREMENTS

Title 38 or Hybrid Title 38 Occupation official qualification standards of the position as stated in VA Handbook 5005, Part II, Appendix G.

Qualifications standards for this position are stated in VA Handbook 5005/53 Part II, Appendix G45 which are appropriate to the Title 38 or hybrid Title 38 occupation.

CUSTOMER SERVICE REQUIREMENT

Meets the needs of customers while supporting VA missions. Consistently communicates and treats customers (Veterans, their representatives, visitors, and all VA staff) in a courteous, tactful, and respectful manner. Provides the customer with consistent information according to established policies and procedures. Handles conflict and problems in dealing with the customer constructively and appropriately.

AGE, DEVELOPMENT, AND CULTURAL NEEDS OF PATIENTS REQUIREMENT

Description of elements for individuals who have responsibility for the assessment, treatment, or care of patients. Elements must address the age groups of patients treated as required by the Joint Commission.

Age-specific care, as identified in the Age-Specific Competencies including knowledge of changes associated with aging and principles of growth and development relevant to the adult and geriatric age groups; ability to assess and interpret data about the patient's status; and ability to identify age-specific needs and provide the appropriate care based upon the age related factors noted.

COMPUTER SECURITY REQUIREMENT

Incumbent must protect printed and electronic files containing sensitive data in accordance with the provisions of the Privacy Act of 1974 and other applicable laws, federal regulations, VA statutes and policy, and VHA policy; protect the data from unauthorized release or from loss, alteration, or unauthorized deletion; follow applicable regulations and instructions regarding access to computerized files, release of access codes, etc., as set out in the computer access agreement signed by the incumbent.

OTHER REQUIREMENTS

Uses word processing software to execute several office automation functions such as storing and retrieving electronic documents and files; activating printers; inserting and deleting text, formatting letters, reports, and memoranda; and transmitting and receiving e-mail. Uses the Veterans Health Information and Technology Architecture (VistA) to access information in the Medical Center Computer System.

CERTIFICATION: I certify the accuracy and essentiality of the position.

SUPERVISOR SIGNATURE AND TITLE

DATE