

## PATIENT CARE TECHNICIAN (GENERAL)

DISTINGUISHING FEATURES OF THE CLASS: Under the supervision of a Registered Professional Nurse, a Patient Care Technician provides direct patient care to an assigned group of patients, prepares patients for treatment and procedures, and assists in the general care of patients. This position differs from Intermediate Nursing Aide in that the duties of this position includes specialized unit competencies. Supervision is not typically a responsibility of this position, but may provide leadership for lower level aides or act as preceptor for new staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Provides care for assigned group of patients as described in individualized care plans and directed by a Registered Professional Nurse;

Provides end of shift, face to face hand-off to incoming Patient Care Technician;

Reports to supervising nurse when duties are not able to be completed on the shift so that additional support can be arranged and the assignment completed prior to the next shift;

Observes, records and reports general condition of patient;

Identifies significant changes in patient's clinical status, such as increased confusion, restlessness or lethargy or decreased response, and communicates to appropriate member(s) of the treatment team;

Performs unit specific care competencies;

Meets patient need for comfort and safety by providing orientation, including maintaining time-appropriate lighting, providing orienting stimuli such as clock, watch, TV, and newspaper, and providing eyeglasses and hearing aids, as needed;

Assists with patient's nutritional and hydration needs, including setting up meal trays, feeding patient, filling out menu, providing supplemental nutrition as ordered by medical staff;

Assists in patient admission by making sure the room is ready, welcoming patient to unit, and assisting with transfer and settling of patient into their room;

Assists in patient discharge by assisting patient with gathering their belongings and removing any medical equipment at the direction of the supervising nurse;

Obtains vital signs and weights, collects specimens and finger sticks, records all results in the EMR and immediately notifies the nurse of abnormal results;

Maintains intake/output documentation, including emptying of urinal/foley, colostomy/ostomy, suction canisters, and meal/fluid intake;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd)

Assists patients with meals, sleeping and hygiene needs, such as bathing, shaving, shampooing and oral and denture care, and activities of daily living including dressing, ambulating, toileting and safe transfer techniques as directed by the supervising nurse;

Responds to intercom requests and obtains needed services from nurses, physicians, or other hospital personnel when necessary;

Implements nursing safety interventions or the use of protective devices and equipment that maintain the safety of patients who have been identified as at risk for preventable injury;

Assists registered nurse with turning appropriate patients every 2 hours;

Transports patients to and from tests, procedures or therapeutic activities;

Maintains and restocks nursing servers during each shift;

Complies with hospital policies and procedures to ensure that patient's equipment, supplies and personal belongings are protected;

Participates in classes, patient-centered conferences, workshops, in-service programs and unit and departmental meetings, as directed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of accepted standards of caring for and comforting the sick, disabled, injured or others requiring mental health or personal assistance; skill in customer service as it relates to the delivery of care; ability to prioritize the delivery of patient care using time and resources efficiently; ability to maintain good interpersonal relationships with patients, co-workers and all members of the healthcare team; ability to handle individual and critical situations in an effective manner; ability to maintain personal composure when unit priorities quickly change; ability to follow oral and written instructions as well as communicating patient information both verbally and in writing; computer literacy sufficient to perform the duties of the position; good judgment; tact; initiative; positive attitude; neatness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either: (a) high school two years' experience performing patient care duties in a medical, hospital or health care setting; or (b) completion of a New York State approved Patient Care Technician program; or (c) satisfactory completion of a Patient Care Technician in-service program or equivalent as determined by nursing leadership.

SUBSTITUTION: Satisfactory completion of 30 college credits\* in a patient care related field may be substituted on a year for year basis for the experience required in (a) above.

SPECIAL REQUIREMENT: Current BLS or CPR certification by the American Heart Association or American Red Cross must be maintained throughout period of employment in this title.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.