



Texas Tech Physicians™

Volunteer Placement Description: CLINIC ASSISTANT

Report to Volunteer Coordinator

Be sure to keep the supervisor's name and email for reporting absences

The Texas Tech Physicians clinics are busy departments with many moving parts. Being a part of a clinic team helps ensure positive patient experiences in the clinics by freeing up the staff and allowing them to focus more on the patient rather than the processes. Interacting with and assisting our staff also promotes collaboration to increase productivity and efficiency in providing quality health care.

Position Description:

As a clinic assistant, you will help with the processes that help the clinic function which may include filing, deliveries, clean up, or patient transport. The expectation is for you to be efficient and professional during your time in the clinics whether you are working with patients or clinic staff.

Procedures and tasks:

1. Clearly giving appropriate information and directions to patients and visitors.
2. Escorting patients to the lab, information desk, and other necessary support service areas.
3. Assist with clinic processes and tasks as delegated by your supervisor:
 - a. Accurately prepare, process, copy, sort, shred, and file medical records and office material.
 - b. Put together information packets, fax and mail clinic documents, or decorate and reorganize for holidays/special events.
 - c. Other duties might include cleaning/restocking exam rooms and other administrative tasks for nurses and doctors.
4. Shadowing/observing is only permitted with physician approval. Get to know the faculty and staff to build a relationship with the clinic, if you would like to shadow you can reach out to your Volunteer Coordinator for assistance.
5. Other duties as assigned.

How to Get the Most Out of This Assignment:

1. Take ownership of all the tasks provided to you and produce quality and professional work.
2. Take initiative in your assignment by being proactive and jumping on tasks to help the clinic run smoothly.
3. Get to know the staff you are working with; these individuals you are affecting with your work and getting to know those you work with will make the experience for rewarding and fun.