

CENTRAL MONTANA MEDICAL CENTER
POSITION DESCRIPTION
HME DELIVERY TECHNICIAN

Position Title	Home Medical Equipment Delivery Technician	Grade	
Department	Home Medical Equipment Services	Exempt	
Immediate Supervisor	Customer Service Representative	Non-exempt	X
Supervisor next in line	Home Medical Equipment Manager	Workweek	40 hours

POSITION SUMMARY

Takes and completes customer orders for supplies and equipment, sets up and provides basic instruction with a wide variety of home medical equipment. Trouble shoots basic equipment problems. Notifies Patient Education Representative of patients with difficulty utilizing their respiratory care products. Provides delivery of oxygen as well as a wide variety of other HME products. Assembles a wide variety of HME products. Works daily with cryogenic products (liquid oxygen).

Continued employment and raises in this position are dependent upon Central Montana Medical Center's fiscal viability and:

- Actions and communications that contribute to a team concept and create a **positive** environment for **all** customers
- Acceptable performance of essential and all job duties
- Acceptable attendance record
- Accountability for safety to self, patients, visitors and all customers, and care of equipment and building
- Adherence to departmental and facility policies and procedures, education requirements, compliance monitoring and reporting, and CMMC Code of Conduct
- Accountability for the consequences of own actions
- Physical and emotional ability to perform essential functions
- Acceptable background investigation results if required for position

Minimum Education, Experience, Licensure, Certification required:

Minimum Education: High school Degree or equivalent.
Experience: Non required. Prefer an individual with an interest in health care.
Skills: good communication skills, good telephone skills, friendly, courteous, heavy lifting and reaching, good driving record, must be able to drive in inclement weather, basic computer skills.
Licensure/Registration/Certification: Related Experience, CDL with Hazmat.

ESSENTIAL FUNCTIONS/DUTIES:
(Must be able to perform with or without accommodation)

- 1 Provide timely delivery of HME products especially Liquid oxygen and oxygen tanks.
- 2 Completes all paper work in a timely manner.
- 3 Trouble shoot and basic repair of equipment, equipment assembly, check and assure equipment is functioning before delivery.
- 4 Cleans returned equipment and packages as required in a timely manner, communicates with Customer Service Representative on inventory rental status.
- 5 Follows and is knowledgeable in the use, safety and transport of all oxygen products.
- 6 Understands and follows FDA guidelines in relation to oxygen products.
- 7 Ensures safety to self and others at all times.
- 8 Communicates immediately any questions or problems that occur concerning equipment operation or setup to Customer service representative.
- 9 Follows all Central Montana Medical Policies and Home Medical Policies.
- 10 Observes, evaluates and communicates pertinent information to attending RN, RCP, supervisor and manager.
- 11 Checks and maintains Oxygen inventory

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- 12 Maintains HME Vehicles in clean, neat and orderly condition.
- 13 Answers customer questions in a timely, courteous and complete manner.
- 14 Maintains Department in a clean, neat and orderly condition
- 15 Maintains CPR Certification.
- 16 Completes other duties as assigned.

Knowledge, Skills, Abilities:

Willingness to promote CMMC HME in a positive manner on and off the work place.
Willingness To assume additional duties when requested and to offer assistance to others when indicated.
Willingness to look for ways to improve patient care and promote cost effectiveness in doing so.
Ability to adapt to fluctuations in workload.
Ability to read, write, perform basic mathematical computations, follow written and oral directions.
Ability to quickly learn assembly of various HME products.
Ability to work independently off site with out direct supervision.
Judgement to seek guidance and direction from the HME customer service representative and HME manager when needed.
Communication skills to effectively relate to/with patients/customers, physician office staff, co-workers, families, and the general public.

OCCUPATIONAL EXPOSURE for this position:

	Category I	Direct contact with blood or other bodily fluid to which universal precautions apply
X	Category II	Activity performed without blood/bodily fluids exposure, but exposure may occur in emergency
	Category III	Task/activity does not ordinarily entail predictable exposure to blood/bodily fluids

OTHER EXPOSURE for this position:

	Radiation	
X	Noise	Diesel Truck, Cyogenic fills
X	Other (Specify)	Exposure to Liquid Oxygen. Can be disfiguring and lethal

PHYSICAL DEMANDS:

(Essential functions strength rating for position - see Job Analysis)

	Sedentary	Exert up to 10# occasionally or negligible force frequently
	Light	Exert up to 20# occasionally, < 10# frequently or negligible force constantly
	Medium	Exert up to 50# occasionally, up to 25# or up to 10# constantly
	Heavy	Exert up to 100# occasionally, up to 50# frequently or up to 20# constantly
X	Very Heavy	Exert > 100# occasionally, > 50# frequently or > 20# constantly

I HAVE READ AND UNDERSTAND THIS POSITION/JOB DESCRIPTION, AND HAVE BEEN PROVIDED THE OPPORTUNITY TO ASK QUESTIONS AND RECEIVE APPROPRIATE ANSWERS. I ALSO UNDERSTAND THAT REASSESSMENT OF ABILITIES TO MEET POSITION REQUIREMENTS MAY BE PERIODICALLY REEVALUATED.

Employee's Signature	Supervisor's Signature	Date