

POSITION DESCRIPTION

Department: MSU Title: Health Unit Coordinator (HUC)	
Date Created: 11/18/2025 Next Review Date: 11/18/2027	Reports to: Chief Nursing Officer Approved by: <u>Rhianna Montgomery</u> Rhianna Montgomery (Nov 25, 2025 12:38:50 PST) (Administrative Dept. Signature)

POSITION STATUS: ☒ Hourly ☐ Salaried

POSITION SUMMARY

Under the supervision of a Registered Nurse, coordinates daily unit operations and supports patients and family-centered care and service, in accordance with the mission and values of Lake Chelan Health, within the parameters established by the Washington State Department of Health, Health.

DUTIES & RESPONSIBILITIES

1. Facilitates timely and accurate communication regarding all patient care and operational activities.
2. Records and delivers messages to patients, families, and other caregivers.
3. Distributes mail, flowers, and other items to patients.
4. Maintains assignment boards, bulletin boards, phone lists, patient library and reference materials, and other communication sources.
5. Performs and/or supports various projects (letters, memos, flyers, policy and procedure drafts, forms, etc.) as requested by MSU or OB Nurse manager or designee.
6. Prints, copies, or faxes materials as requested.
7. Updates WaTrac after 0700.
8. Orders and maintains supplies (forms, supplies, equipment, etc.) at appropriate levels.
9. Collects photo identification consent, takes photos, and enters it into the patient's electronic medical record.
10. Assists patients to set up and access their Patient Portal account.
11. Maintains patient medical records as indicated, including, but not limited to the following:
 - Initiates, assembles, and maintains hard-back portion of patient medical records.
 - Files hard copy reports, removing older versions of updated reports.
 - Completes and tracks the status of Medicare Letters, Pneumonia Vaccine, and Birth Certificate paperwork.
 - Disassembles (takes down) charts when patient is discharged.
12. Prints required documentation from electronic records as requested for management of continuity of care as patient transitions across various care settings.
13. Assists the Charge RN in finding staff to work for sick calls and/or increased acuity and census.
14. Facilitates accurate patient charges.
15. Supports a healing environment by maintaining a safe, clean, uncluttered, quiet work area, including patient rooms, public areas and hallways, and nursing station areas. Maintains an environment that supports patient privacy, confidentiality, and dignity. Provides respectful feedback to others to do the same.
16. Other duties as assigned.

QUALIFICATIONS

1. Two years related experience highly preferred
2. CNA certification preferred
3. Must have the ability to read, write, and comprehend medical terminology, proficiency in Spanish preferred
4. Proficiency with Information Technology, such as electronic health records, communications systems, computers, and equipment necessary to perform essential functions of the position
5. Skilled to work with a wide range of staff as part of an interdisciplinary team including physicians, nurses and ancillary staff
6. Ability to effectively manage multiple responsibilities, urgent responses, and challenging situations



Our Values

The Values at Lake Chelan Health provide fundamental guidance to all staff in creating an exemplary patient experience and a wonderful environment for staff to care for our community. The Values of Lake Chelan Health ensure we consistently meet our Mission: *To Provide the highest quality healthcare with compassion and respect to the community we serve.* The Values at Lake Chelan Health Support our just culture – one of an accountable organization, that develops strong systems, treats all staff with respect and equity, and encourages employees to take responsibility for their choices while reporting errors and system vulnerabilities. Our values guide the way we interact with our employees across all levels and disciplines – framing the way we interact with our patients.

Vision: To improve community health and make our region a better place to live.

Mission: To provide the highest quality healthcare with compassion and respect to the community we serve.

Values: Relationships, Integrity, Compassion, Respect, Excellence

Relationships

We hold relationships as a foundational value for all interactions. We seek first to understand in all relationships- patients, coworkers, and our community.

At Lake Chelan Health we will:

- Place the highest value on developing and maintain sincere relationships with those we interact with.
- Expect more from ourselves than we expect from others.
- Empower each other to carry out tasks and actions.
- Foster growth and improvement in our peers and our teams
- Include those closest to the problem when making decisions.
- Create a working environment that encourages working to the "top of one's license"
- Seek to create a working environment that we enjoy, and patients trust.

Integrity

We demonstrate strong behavioral and ethical standards. We are accountable to our patients, our peers, and our community to these high standards in all our actions.

At Lake Chelan Health we will:

- Always do the right thing for our patients and their families.
- Work to earn the trust of those we serve.
- Communicate in an open and honest manner with the highest of ethical standards.
- Trust others while seeking, allowing, and expecting open and honest feedback.

Compassion

We treat every interaction with compassion, valuing every experience and story that our patients and their families bring with them. We seek to heal the whole person.

At Lake Chelan Health we will:

- Treat each patient, family, and caregivers with kindness and caring.
- Be respectful and understanding of the needs of our diverse community.
- Treat all of those we serve with humility, equity, and understanding.
- Provide care with grace and humanity.

Respect

We place a priority on equality and inclusion on a daily basis, honoring the dignity and worth of each individual.

At Lake Chelan Health we will:

- Honor our differences, regardless of issue.
- Celebrate the accomplishments of those we work with.
- Interact with humility and understanding.
- Be open minded and appreciate the perspectives and life experiences of all.
- Acknowledge and celebrate diversity in our community and our organization.
- Encourage transparency – encourage constructive identification of problems and take concerns directly to those involved.
- Communicate expectations clearly, dealing with content not assumptions.

Excellence

We demonstrate a full commitment to providing the highest level of quality and value in all aspects of our work, including operational, clinical, governance, financial, and relational.

At Lake Chelan Health we will:

- Expect quality and excellence for ourselves and those we interact with.
- Exemplify a just culture by focusing on improving systems – and treating staff equitably.
- Report errors, systems issues and provide solutions to improve, and not blame.
- Seek opportunities for continuous improvement in all our works.
- Use education and training as the foundation for improvement.

PHYSICAL REQUIREMENTS ANALYSIS

Department: MSU

Job Title: HUC

Mark all responses using the following codes:

N = Never

O = Occasionally, represents 1 to 33% or 1 to 2 hours of an 8-hour workday

F = Frequently, represents 34 to 66% or 2.5 to 5.5 hours of an 8-hour workday

C = Continuously, represents 67 to 100% or 6 to 8 hours of an 8-hour workday

N	O	F	C	PHYSICAL ACTIVITY
☐	☐	☒	☐	Walking
☐	☐	☒	☐	Sitting/Standing
☐	☐	☒	☐	Reaching: Shoulder Height
☐	☐	☒	☐	Above Shoulder Height
☐	☐	☒	☐	Below Shoulder Height
☐	☒	☐	☐	Climbing
☐	☒	☐	☐	Pulling/Pushing: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Lifting: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Carrying: 25 pounds or less
☐	☒	☐	☐	25-50 pounds
☒	☐	☐	☐	Over 50 pounds
☐	☒	☐	☐	Crawling/Kneeling
☐	☒	☒	☐	Bending/Stooping/Crouching
☐	☐	☒	☐	Twisting/Turning
☐	☐	☒	☐	Repetitive Movement

PHYSICAL EXPOSURE: (mark where applicable with "X")

☐ Unprotected heights

Harmful physical agents:

Lighting: ☒ Bright

☒ Heat/Cold

☒ Dim

☒ Noise

☒ Mechanical hazards

☐ Ionizing/non-ionizing radiation

☒ Hazardous substances

☒ Infectious diseases

ACCEPTABLE MINIMUM PHYSICAL ABILITY:

Vision:

☐ Good

☒ Correctable

☐ Blind

Color Vision:

☒ Normal

☐ Impaired

Hearing:

☒ Normal

☐ Moderate Loss

☐ Deaf

Manual Dexterity:

☒ Good

☐ Fair

Talking/Speech:

☒ Normal

☐ Moderate Loss

☐ Mute

DISCLAIMER STATEMENT

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified, nor do they address the performance standards that must be maintained.

EMPLOYEE:

I have read and understand the duties and responsibilities of this position. I have reviewed and agree to the contents of this position description, and I am able to perform the job functions and meet the physical requirements without restriction(s):

Employee Signature

Date

Job Description: HUC (MSU) Nov 2025

Final Audit Report

2025-11-25

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