

Job Description

Job Title: Clinical Assistant

Department: Clinical

FLSA Status: Non-exempt (Hourly)

Summary: Assists in the examination and treatment of patients under direction of Physician by performing the following duties.

Essential Duties and Responsibilities: Include the following and other duties may be assigned:

Interview patients while recording and updating medical information and medications on the patients chart.

Prepares treatment rooms for examination of patients including filling up liquid nitrogen container.

Check and respond to patient messages.

Drape patients with covering and position instruments and equipment.

Hand instruments and materials to physician as directed.

Scribe while physician is diagnosing patient

Write prescriptions or enter them into allscripts depending on physician

Enter and maintain patients in Ipledge system

Send insurance/ pharmacy refill requests and prior authorizations for medications

Clean and sterilizes instruments.

Inventory and order medical supplies and materials.

Disinfect, stock, and shut down exam/procedure rooms

Assist the physician with lasers and other equipment under the supervision of the physician

Communicates with physician regarding all patient care. All changes to patient scheduling must be authorized by management or physician

Administer routine diagnostic tests or call medical facilities or departments to schedule patients for tests.

Prepare syringes and give injections or treatments

Inject local anesthesia for surgery or biopsies

Notify patients of biopsy results via letter or phone, after physician review and authorization

Draw blood when necessary, performs routine laboratory tests and enter labs into the computer

Schedule appointments and patch tests, enter results into card site and print out card list for patient

Documents services performed for billing purposes.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical – synthesizes the complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flow and procedures.

Problem Solving – Identifies and resolves problem in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Technical Skills – Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork – Balances team and individual responsibilities; Exhibit objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goal and objectives; Supports everyone's efforts to succeed.

Diversity – Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment; builds a diverse workforce

Ethics – Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity

Strategic Thinking – Develops strategies to achieve organizational goals; Understands organization’s strengths & weaknesses; Adapts strategy to changing conditions.

Judgment – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation – Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence

Planning/ Organizing – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.

Professionalism – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; Follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity – Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/ Punctuality – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meeting and appointments on time.

Dependability – Follows instructions, responds to management directions; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that get others’ attention.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High School diploma or equivalent required and completion of medical assisting school; College degree or 6 months previous related experience and/or training; or equivalent combination of education and experience

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to add, subtract, multiply, divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ration, and percent

Reasoning Ability

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Internet software; spreadsheet software and word processing software.

Certificates, Licenses, Registrations**Other Qualifications**

Medical assistant certification preferred but not required

CPR Certification preferred but not required

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk and talk or hear. The employee is frequently required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee is occasionally required to sit. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of the Job, the employee is occasionally exposed to fumes or airborne particles and the risk of electric shock. The noise level in the work environment is usually moderate.

Requirements are representative on minimal levels of knowledge, skills, and/or abilities. To perform this job successfully, the incumbent will possess the abilities or aptitudes to perform each duty proficiently.

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