



Job Description - Doctor's Assistant

ACCESS Specialty Animal Hospital is looking for organized, outgoing, and caring Doctor's Assistants to join our team.

We're different. We don't do corporate red tape. Instead, we do pumpkin carving contests, potlucks, staff support, and innovation in our medical care and management. Does this sound like something you might like? Read on to learn about what the job entails.

ACCESS is a fast-paced multi-specialty veterinary hospital which includes emergency/critical care, cardiology, internal medicine, interventional radiology/endoscopy, surgery, nephrology, neurology, urology, and zoological medicine (avian and exotics). We combine advanced medical treatment with cutting-edge technology to provide compassionate comprehensive advanced medical care for our patients -- 24hrs, 365 days a year.

Job Purpose –

- Provide enthusiastic, compassionate, and professional care for clients and patients.
- Assist in providing support to the doctor for the purpose of making case flow as efficient and streamlined as possible.

Duties and Responsibilities –

General Morning Routine

- Attend morning rounds to see whom your patients are for the day
- Start flow sheets and treatment sheets confirming that there are enough patient stickers for the day
- Call clients to update on patient status, when requested by doctor
- If patient was admitted to the hospital by the overnight doctor, confirm that the inpatient update letter has been faxed to primary DVM

Procedural Tasks

- Provide Census to Charge Coordinator each morning for all in-patients
- Enter charges for the procedures only for hospital patients. Hospitalized patients will have charges entered by Charge Coordinator for hospitalization records. Procedures including surgery will have charges entered by Doctor's Assistant for procedural services only
- Make sure all treatments on the back of the flow sheets have been performed (e.g., blood work, x-rays)
- Keep a record of all radiographs the doctor may have ordered. Submit radiograph review request as applicable
- Keep records of all outgoing blood work ordered by the doctor, and create lab request as applicable.
- Assist technicians with holding for procedures if requested
- Check messages, and call back clients who have left messages. Contact clients from recent visits to get updates upon request of doctor
- Start discharge instructions for patients going home
- Communicate with other Doctor's Assistants to round on patient status, discharge information, and any other pertinent information

Client-Interaction Tasks

Patient-Admittance Tasks

- Complete and discuss financial estimates for clients as directed by doctors
- Transfer incoming patients to appropriate wards and ensure their comfort. Identify patients with cage cards. Check for the presence of appropriate paperwork

In-House Patient Tasks

- Speak with client or facilitate communication between doctor and the client regarding adjustments

to treatment plans and their financial implications

Patient-Discharge Tasks

- Once initiated by the doctor, coordinate patient transfers between departments or veterinarians
- Accurately invoice clients. Activate computer reminders and insert computerized notes, treatments, diagnostics, and diagnoses
- Discharge patients
 - Instruct clients on the care of patients at home, warnings or things to look for post-procedurally, as well as the timing of recheck appointments
 - Discuss medications with owners at discharge. Discuss administration or application and potential side effects with owners as directed by doctors

Medical-Record Management Tasks

- Understand the medical-record filing system
- Locate medical files for hospitalized, surgical, or incoming patients as needed
- Make notes in patient files of all relevant phone or in-person conversations with clients, especially when notifying them of lab results. Place your initials after the entries
- Verify and/or witness client's statements regarding procedures, including euthanasia
- Check files for completeness of notes, charges, callbacks, and reminders, making entries as needed.
- Accurately file all paper medical records within the chart

Exam-Room Tasks

- Possess sufficient strength and assertiveness to effectively restrain patients and ensure the safety of clients and personnel
- Obtain and record patient histories from clients
- Complete cursory overall examinations of patients and record findings in the medical records
- Be an excellent representation of Service to the clients in all circumstances

Nursing-Care Tasks

Basic and Environmental Tasks

- Monitor patient's behaviors and note potentially aggressive behaviors. Use caution when handling aggressive or potentially aggressive pets. Request assistance when needed
- Follow isolation procedures. Prevent contact between contagious animals and others. Using the designated products and dilutions for disinfectants, properly disinfect your shoes, hands, and clothing before leaving isolation areas
- Prior to discharge, verify that patient's catheters have been removed and that patients are clean so that no body fluids or excrement are present

Qualifications – Possess the general knowledge as listed below, while being proficient in computer and phone usage throughout the hospital

General Knowledge

- Know the range of services the practice provides and the species it treats
- Follow OSHA standards. Be able to find Material Safety Data Sheets quickly
- Know standard medical and business abbreviations
- Use proper medical terminology when speaking and writing
- Competently speak and write the English language

Front-Office Tasks

- Answer the phone by the third ring when the operator or client care coordinators are unavailable

Please submit a cover letter that includes a paragraph about your favorite animal and your resume to careers@accessvets.com