

# JOB DESCRIPTION

## DOCTOR'S ASSISTANT



**ACCESS**  
Specialty Animal Hospitals®

### Welcome

ACCESS Specialty Animal Hospitals are some of the most advanced, inclusive, and progressive veterinary multi-specialty referral hospitals in Southern California. Here there are lots of opportunities for your career growth and development. While we offer benefits normally associated only with large hospitals, our specialty culture nurtures a collaborative team environment that is the envy of many. **ACCESS is opening our newest, cutting-edge specialty animal hospital in Pasadena and we are looking for veterinary doctor's assistants who love people who love animals.** Want to make a difference delivering exceptional service in often demanding circumstances, please read on!

### Requirements

- 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.
- Responsible for upholding the spirit of ACCESS by handling all necessary tasks that require attention

### Duties and Responsibilities

#### General Morning Routine

- Attend morning rounds so you have a general knowledge of your patients for the day
- Change Smartflow treatment sheets to the assigned doctor for the shift admitted
- Call clients to update on patient status, when requested by doctor
- If patient was admitted to the hospital by the overnight doctor, confirm that an inpatient update has been compiled and shared in the portal to the pDVM

#### Procedural Tasks

- Cross reference and double check charges for procedures, diagnostics and hospitalization for inpatients and outpatients
- Make sure all treatments marked off on Smartflow have been performed (e.g., blood work, x-rays)
- Keep a record of all radiographs the doctor may have ordered and submit radiograph review requests as applicable
- Keep records of all outgoing blood work ordered by the doctor and create lab request as applicable
- Monitor the diagnostic tab in EzyVet to ensure all diagnostics have been completed
- Assist technicians by restraining patients for procedures if requested
- Check messages and call clients back if applicable
- 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 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
- Ensure all patients are identifiable with a cage card
- Ensure all incoming patients have appropriate paperwork in EzyVet

#### 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 and doctors
- Accurately invoice clients
- Activate computer reminders and insert communications, treatments and diagnostics
- Discharge patients
  - o Instruct clients on the care of patients at home, warnings or things to look for and/or expect post-procedurally, as well as the timing of recheck appointments
  - o Discuss medications with owners and send home PLUMB handouts for all medications going home
  - o Discuss medication administration or application and potential side effects with owners as directed by doctors

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### *Medical-Record Management Tasks*

- Enter communication notes in patient files of all relevant phone or in-person conversations with clients, especially when notifying them of lab results
- Verify and/or witness client's statements regarding procedures, including euthanasia
- Accurately scan and attach all paper medical records to EzyVet

### *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
- Be an excellent representation of Service to our clients in all circumstances

### *Nursing-Care Tasks*

#### Basic and Environmental Tasks

- Prior to discharge, verify that all catheters have been removed from the patients and that patients are clean with no body fluids or excrement 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
- Ability to 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 are unavailable.

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## To Apply

Please email your resume and with a brief introduction that helps us get a sense of why you want to work with ACCESS, how you think, and what you care about.

**Email to: [APcareers@accessvets.com](mailto:APcareers@accessvets.com)**

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### **ACCESS is an Equal Employment Opportunity (EEO)**

ACCESS Specialty Animal Hospitals provides equal employment opportunities to all employees and applicants in all company facilities in accordance with applicable federal, state and local laws. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.

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