

## JOB DESCRIPTION

# DOCTOR'S ASSISTANT

### Welcome

ACCESS Specialty Animal Hospital – Palm Beach County is one of the most advanced, inclusive, and progressive veterinary multi-specialty referral hospitals in Southern Florida. Built on a foundation of exceptional medicine and compassion for people and their pets, we strive to provide a superior level of care in a professional, friendly and supportive environment. We are growing and looking for like-minded people to work with us. There are lots of opportunities for your career growth and development at ACCESS. We are always in need of compassionate team members. So, if you want to make a difference by delivering exceptional medicine in often demanding circumstances, we'd like to hear from you!

### Job Purpose

- Assist the doctor in providing the highest level of ER/ICU patient and client care with compassion, integrity and patience
- Enable the doctor to provide efficient, streamlined patient care and client communications

### Duties and Responsibilities

#### General Morning Routine

- Attend morning rounds to gain general knowledge of your patients for the day and generate a task checklist as guided by the doctor
- Change treatment sheets to the assigned doctor 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 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 as discussed during rounds and throughout the day
- Ensure all treatments marked off on treatments sheets have been performed (e.g., blood work, x-rays) and results entered into medical record
- Keep records of all radiographs ordered by the doctor and submit radiograph review requests as applicable
- Keep records of all outgoing blood work ordered by the doctor and ensure client has been updated with results when available
- Monitor the diagnostic tab in EzyVet to ensure all diagnostics have been completed
- Assist technicians for procedures if requested
- Check messages and call clients back with guidance from the doctor

- Contact clients from recent visits to get patient updates and update with diagnostic results and new treatment plans upon request of doctor
- Start discharge instructions for patients going home using doctor provided templates

#### Client-Interaction Tasks / Patient-Admittance Tasks

- Complete and discuss financial estimates for clients as directed by doctors
- Help 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, patient updates, financial updates and new estimates

#### Patient-Discharge Tasks

- Audit invoices prior to discharge
- Activate computer reminders for call backs
- Discharge patients
  - Verify that all catheters have been removed and that patients are clean with no body fluids present
  - Review discharge instructions with clients and answer associated client questions regarding care of patients at home, medications, warnings or things to look for and/or expect, as well as the timing of recheck appointments
  - Discuss and demonstrate medication administration or application and potential side effects with owners as directed by doctors

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#### *Exam-Room and Hospitalized Patient Tasks*

- Assist in patient handling for exams and procedures
- Obtain and record patient histories when needed for incoming cases
- Assist in communication and coordination with other services in the hospital as needed for our patients

#### *Medical-Record Management Tasks*

- Enter communication notes in patient files of all relevant phone or in-person conversations with clients
- Verify and/or witness client's statements regarding procedures, including euthanasia

#### *General Hospital Tasks*

- Know the range of services the practice provides and the species treated
- Ability to follow OSHA standards
- Know standard medical and business abbreviations
- Use proper medical terminology when speaking and writing

### Qualifications

- Proficient in computer and phone usage
- Know the range of services the hospital provides and the species it treats
- Ability to follow OSHA standards
- Know standard medical and business abbreviations
- Use proper medical terminology when speaking and writing
- Competently speak and write the English language.

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#### **ACCESS– Palm Beach County 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.