

# THE ORTHOPEDIC INSTITUTE OF PENNSYLVANIA

*family of care*



Job Title: Doctor's Assistant

Date Created: 6/2018

Reports To: Operations Manager

Last Revision: 5/2019

Department: Doctor's Assistants

FLSA: Non-Exempt

**GENERAL SUMMARY OF DUTIES:** Maintains efficient and effective practice operation by performing administrative/secretarial duties to support the physician, other medical staff and management. Acts as a liaison from the physician to medical facilities, patients, families and other medical professionals.

## **FULL TIME, NON- EXEMPT**

### **ESSENTIAL FUNCTIONS:**

- Taking phone messages, reviewing with appropriate parties and documenting information
- Preparing information for surgeries
- Preparing charts for office hours
- Scheduling and requesting appointments, x-rays, tests, surgeries, depositions and prescriptions
- Processing mail and filing
- Other duties as assigned – i.e. working in the hall, clinical studies, transcription, covering for co-workers, tracking continuing education

**EDUCATION/EXPERIENCE:** Minimum of three years of medical office experience or completion of MA or LPN program.

### **KNOWLEDGE:**

- Knowledge of medical terminology, basic anatomy and physiology
- Knowledge of office procedures.
- Knowledge of grammar, spelling, and punctuation

### **SKILLS:**

- Skill in operating computers, calculators, copiers, printers, adding machines, fax machines, telephones, dictation equipment, etc.
- Excellent communication skills, both written and oral
- Must possess tact and diplomacy
- Must possess sufficient manual dexterity to perform the essential responsibilities
- Demonstrates flexibility by adapting to new and changing situations and duties in order to meet customer needs effectively
- Demonstrates initiative to provide quality of services and improve efficiency
- Maintains positive working relations with co-workers

- Time management skills

**ABILITIES:**

- Works independently
- Ability to exercise judgment and make decisions
- Ability to perform while under stress
- Ability to document accurately and concisely
- Must be reliable
- Must be able to communicate in the English language fluently.
- Ability to work various shifts and overtime, as required
  
- Ability to interact with patients, families, visitors and colleagues in a mature, responsible manner to ensure a positive and professional practice environment. Prioritize patient needs, realizing that primary customer needs take precedence over individual needs
  
- Displays a caring and responsive attitude and conducts all activities respecting patients, families and employee rights and expectations
- Maintains confidentiality of all practice information
- Fosters a positive and professional practice environment by interacting with all persons in a considerate, helpful and courteous manner and by participating as a team member
- Accepts constructive criticism and gives suggestions in a professional manner
- Considers age specific needs in communication
- Effective communication - i.e., the speaker is able to convey information and meaning to achieve desired outcome

**ENVIRONMENTAL/WORKING CONDITIONS:** Work is performed in an office environment. Involves frequent contact with staff and the public. Work may be stressful at times. Contact may involve dealing with angry or upset people.

**PHYSICAL/MENTAL DEMANDS:** Work requires hand dexterity for office machine operation, stooping and bending to files and supplies, mobility to complete errands, or sitting for extended periods of time. Must possess visual and auditory acuity in order to communicate with physicians, co-workers, patients and other customer groups. Possible exposure to chemical hazards, but is not limited to toxic hazardous substances, film processing solutions and disinfectants. Possible exposure to communicable diseases and body fluids. Must be able to lift up to 25 lbs.

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Employee Print

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Date

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Employee Signature

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Date