

JOB DESCRIPTION for Exam Room Assistant (ERA)

MVC Mission:

To provide individualized, thoughtful and practical care for pets and the people who love them.
For all else, it depends.

MVC Core Values:

1. **Be deserving of trust** - Our co-workers, clients and patients expect us to have their best interests in mind with everything we do. It takes hard, team-oriented, selfless work every day to continue to earn that priceless commodity.
2. **Be a good person** - Our integrity, empathy, loyalty, desire for clear communication and thoughtfulness will demonstrate that we truly care about those around us.
3. **Think** - Nothing is completely routine in veterinary medicine or client service. We keep our brains turned on and tuned in so that we can be creative and resourceful while we remain focused and aware.
4. **Own it** - We take pride in our work. We have a responsibility to do our best because we are accountable for our performance.
5. **Learn and grow** - By being intellectually curious, open-minded and learning from our mistakes, we continue to improve ourselves and MVC and meet the ever-changing needs of our patients, clients and team.

Overview

The Exam Room Assistant's (ERA) primary responsibility is to leverage their assigned doctor, helping her or him to be more productive. They do this by taking as many tasks as possible out of the doctors' hands and doing it for them. How much they can do depends on their experience and training level. In more general terms, the ERA is tasked with: expediting appointment flow; assisting with exam room patient exams, diagnostics and treatments; managing lab samples and both pharmacy and non-pharmacy dispensed items; communicating with clients; working with medical records including reviewing and updating along with posting lab results; admitting and discharging patients; managing hospitalized patients outside of procedure/surgery hours. Whether working directly with a doctor or outside of their sphere when not needed, the ERA's work brings them to all areas of the hospital, from reception to the kennel. Depending on skill set, the ERA can be a jack-of-all-trades.

Above and beyond any category of duties or particular task listed in this document, all employees at Manchester Veterinary Clinic must have the ability to work within the guiding principles of MVC's Mission Statement and Core Values. Typically, these are innate behaviors and patterns of interaction rather than learned skills. Team members are selected because they have demonstrated these abilities or the potential to display them. Team members either have it or they are not part of our team.

Responsibilities**Expediting Appointment Flow**

- Map out upcoming appointments to predict appointment needs, potential bottlenecks, time-saving strategies; know each doctor's "style" to better anticipate their needs for each appointment, if not already discussed with the doctor
- Clean and maintain exam rooms between appointments
- Greet and escort clients and patients to exam rooms, weigh patients, collect preliminary information as appropriate and/or directed
- Assist with patient restraint
- Assist with grooming (nail clip, anal sac emptying, de-matting, ear cleaning), diagnostics, treatments, invoicing; depending on skill set may include assisting doctor directly, assisting technician-skilled co-worker or performing yourself
- Process lab samples; fill prescriptions; gather food, non-prescription items and client education information as needed
- When appropriate: discuss medications / products and their use, treatments, care recommendations (especially parasite control and prevention), estimates, next visit timing; prepare estimates; escort clients to be checked out of the hospital and / or perform the actual check out tasks if so trained

Additional Doctor Leveraging Tasks

- Review appointment notes for completeness and spelling
- Review appointments for accurate reminders and follow up, including lab test results and timing of contact points
- Update client and patient information
- Make phone calls and medical record documentation for: return call information exchange, patient follow-up, reporting lab results, requesting lab results or additional testing, pharmacy prescriptions
- Assist with VetSource and Purina VetDirect prescription requests
- Provide care, monitoring and / or treatments for hospitalized patients and supervise their care until discharge

Additional Tasks outside of specific doctor's needs

- Admit patients: greet clients, collect information, answer questions, obtain permission
- Help with pre-anesthetic testing including obtaining and running samples
- Post completed lab tests to patient files and manage paperwork
- Prepare and double check prescriptions
- Fill and double check food orders
- Discharge patients
- Assist with facility maintenance including vacuuming, mopping, restocking, receipt of orders
- Answering emergency phone calls
- Taking photographs of patients for social media and our website as part of client bonding/connection

Miscellaneous

- Take on and perform special projects
- Take on and manage one or more specific areas of responsibility
- Assist in the training of new staff
- Perform other duties, possibly outside the scope of ERA work, as assigned

Competencies

This is the basic skill set that allows the ERA to perform the job with maximal success and productivity. These are not job prerequisites but timely mastery of all of these skills through training, experience and continuing education is an expectation.

- Working knowledge and effective understanding of MVC practice management software (Cornerstone), computer network and basic familiarity with hardware such as printers and photocopier (including scan and fax features)
- Working knowledge of MVC digital messaging system, presently Slack
- Working knowledge of MVC's Employee Handbook
- Working knowledge of MVC's employee online scheduling software, presently When to Work
- Working knowledge and understanding of appropriate use of MVCs time clock program
- Working knowledge of MVC vocabulary and abbreviations
- Documented understanding of MVC's Hazard Communication Plan and all of its content
- Mastery of animal control, manipulation and restraint techniques, particularly when performed in front of the animal's owner
- Mastery of "reading" an animal's body language relative to pain, fear and likely reaction to restraint
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- Mastery of how to prepare for and take basic radiographic views
- Mastery of basic grooming skills including nail clipping, anal sac emptying, basic de-matting with comb or clipper, ear cleaning
- Mastery of catching urine samples
- Mastery of basic in-house lab sample preparation / performance including cytology slides, urinalysis, hematocrit
- Mastery of basic oral and topical medicating skills
- Familiarity with and ongoing knowledge of operations throughout the rest of the clinic, particularly the roles of nurse and CSR with whom the ERA frequently works
- Mastery of basic communication skills and strategies to maximize effectiveness of interactions with clients and co-workers
- Familiarity with MVC's proven processes and standard operating procedures including how to access them
- Familiarity with MVC client education resources including MVC website
- Familiarity with general veterinary information and vocabulary, and specific knowledge of MVC recommendations for disease prevention, disease screening, nutrition and wellness care

CE and Areas of Expected Growth:

Ongoing training in animal handling, basic technical skills, communication, veterinary knowledge and client education areas with demonstration of advancing achievement is expected. CE expectations include:

- Attendance at and participation in regularly scheduled staff meetings and midday rounds
- Regular use of CE time and money allowances as described in Employee Handbook
- Completion of any other assigned CE work

Position Requirements / Physical Requirements

- Minimum age requirement is 18 years
- Minimum education requirement is a high school diploma; college-level education / degree is preferred
- Minimum work experience of 1 year as a veterinary assistant experience or completion of nursing training at MVC; some customer service background is desirable
- Basic computer skills; typing and working knowledge of MS Office, Google Drive (and related programs) and PDF programs, ability to learn new software rapidly, ability to navigate computer network and the Internet
- Availability to work a variety of day, evening, weekend and holiday shifts to include short and long (10hr) shifts, typically not in a fixed week to week pattern

- Availability to prioritize, with advanced information, attendance at staff meetings and clinic events even if on days off
- Ability to maintain a professional appearance and demeanor along with a positive attitude; a sense of humor is a plus
- Ability to communicate clearly both verbally and in writing
- Ability to lift and carry objects weighing 40 pounds without assistance and objects weighing more than that with assistance
- Ability to work standing, sitting, bending and kneeling/on the ground for sustained periods of time
- Ability to accept constructive feedback and use it solely for improved job performance
- Within the realm of a safe work environment, the ability to accept, without disdain or impeded productivity: exposure to unpleasant noises and odors; the sight of blood; exposure to animal waste, stress, illness, pain, death and euthanasia; exposure to the full range of human emotions that may be expressed by pet owners; exposure to the risk of animal bites, scratches and zoonotic diseases

By signing below, I agree that I will be able to meet the requirements and perform the duties listed above. I also understand that any request for relief from the physical requirements of this position must be accompanied by physician documentation, and may affect my employment with this company should I not be able to perform these duties for any significant period of time.

Employee Signature

Printed Name

Date

Employee: Please retain a copy of this document.

Manager: Please put in HR file.