

JOB DESCRIPTION

POSITION: Medical Scribe/Clinical Assistant

DEPARTMENT: Clinical

REPORTS TO: Physician (Mentor) and Front Desk Manager

JOB SUMMARY: This individual is responsible for providing accurate documentation and summarization of the ocular examination and recommendations while maintaining patient flow and communication regarding appointment status.

EDUCATION AND EXPERIENCE:

1. High school diploma, college experience preferred.
2. Fluency in English, multilingual preferred.
3. Excellent spelling ability.

ESSENTIAL SKILLS AND ABILITIES:

1. Ability to maintain patient confidentiality.
2. Strong professional interpersonal skills.
3. Demonstrated respect for staff and patients.
4. Excellent verbal and written communication.
5. Team-orientation.
6. Management of multiple projects simultaneously.
7. Strong organization with attention to detail.
8. Legible handwriting.
9. Computer literacy.

RESPONSIBILITIES:

1. Correctly summarizes and documents what the physician says during an examination, including but not limited to: proper charting of the examination, documenting additions to the chief complaint, assessment and recommendations for treatment (including justification of decisions reached when appropriate), completing the coding page.
2. Observes the patient and the physician and assists when appropriate during the exam, including but not limited to: assisting patient into the chair and moving foot rest out of the way, holding the patient's head in the slit lamp, providing additional medications and/or instruments, following directions in a medical emergency.
3. Maintains an awareness of the patient's verbal and non-verbal communication when the physician is providing instructions as it may necessitate the writer repeating information, providing written instructions, and/or patient education materials for the patient to review at home.
4. Assists in maintaining patient flow.

5. Remains as close to the physician as possible and limits time away from the physician and the patient.
6. When applicable, prepares accurate eye glass or contact lens prescriptions and/or medication prescriptions for the physician's signature prior to the completion of the examination.
7. Alerts physician to patient-related forms that need completion.
8. Learns the personality and preferences of each physician, recognizing differences and abiding by them when working with that particular physician.
9. Becomes fluent in the requirements of each examination.
10. Accommodates the needs of the patient for the exam:
 - a. Monitors examination room and any physical limitations the patient may have.
 - b. Makes sure the patient chair is down before the patient prepares to leave, the foot rest is out of the patient's way, the equipment is off, the slit lamp is out of the way, etc.
 - c. Provides patient with cane, handbag, coat, etc. to expedite patient flow.
 - d. Evaluates the condition of the examination room to ensure adequate supplies are in stock.
11. Notifies physician of changes to the daily schedule, especially emergencies.
12. Performs other tasks as required when not actively assisting the physician. (i.e. OCT Testing, rooming patients, assisting at the front desk to check in patients, schedule future Appointments, and answer FD phones.

PHYSICAL ABILITIES:

1. Must be able to walk/stand for eight hours.
2. Must be able to type or write legibly in a dimly-lit setting.
3. Must be able to hear softly spoken words.