

Job Description



Job Title: Massage Therapist
Department: Physical Therapy
Report To: Director of Physical Therapy

Job Summary:

Assist the Physician, Physical Therapist, or Physical Therapy Assistant in the soft tissue rehabilitation of the musculoskeletal system of patients.

Core Competencies:

Proactive

Anticipatory, change-oriented and self-initiated behavior. Proactive behavior involves acting in advance of a future situation, rather than just reacting. It means taking control and making things happen. Proactive employees generally do not need to be asked to act, nor do they require detailed instruction. Take initiative to see an issue and develop realistic solutions.

Achieve

Demonstrate effort, skill, or tenacity to reach or attain a desired objective, level of performance or quality of work. Carry out tasks successfully and completely. Attain goals despite difficulty. Able to exert the necessary effort using their own skill set to perform at the highest level desired within our organization.

Team Conscious

Demonstrate a genuine interest in thoughts and opinions, values, and needs of co-workers. Avoid speaking, writing, or doing other things that could be seen as disrespectful of patients and/or co-workers. Recognize and show respect for the strengths and contributions of others. Work with others to accomplish a common goal or objective.

Integrity

Act in ways that demonstrate personal reliability, honesty, and care that exhibit integrity and serves as a positive example of why others should trust the motives of our organization. View themselves as a reflection of the organization by following through on commitments and accepting ownership of any mistakes they might make. Leave others with a clear impression that integrity is a core value of Premier Bone & Joint Centers. This is in contrast to individuals who make commitments that go unmet, fail to acknowledge their role in disappointing events, or whose actions (or inaction) leave others with doubts about the level of trust that should be placed in Premier Bone & Joint Centers.

Excellence

Have the will to win, the desire to succeed, the urge to reach their full potential. We are what we repeatedly do. Excellence is the path chosen to be successful at work. The word excellence is defined as the quality of surpassing the average, possessing high qualities in one's field. It's about developing a winning mindset that says "I want to be great at what I do. I want my personal life and my work to be spectacular." Developing excellence is a deliberate process and takes time, yet it can be developed by creating a personal strategy that will put you on the road to success in life and in the workplace.

Never Quit

Can always be counted on to go above and beyond what is asked. Always give extra and unending effort and offer support to other team members. Persevere in completing tasks and don't get discouraged or cut short efforts to accomplish goals and objectives. Make and fulfill commitments. Establish a pattern of working independence, always intend to fulfill any promise made, prepare for meetings and other tasks.

Trust

Believe that someone or something is reliable, good, honest, and effective. Act responsibly for the safety and care of Premier Bone & Joint Centers' patients. One is able to believe that something relayed by this employee, is true or correct even though you do not have proof of it. One is able to have firm belief in the reliability, truth, ability, or strength of this employee. This is an employee that one would put complete faith in and be confident that the integrity of this employee would guide their actions.

Communication

Communicate effectively, respectfully, and appropriately. Use good judgment as to what to communicate to whom by utilizing the chain of command, as well as the best way to get that accomplished. Speaks in a clear and credible manner, selecting the right tone for the situation and audience. Listen to others and allow them to make their point. Be respectful to feedback and respond accordingly.

Massage Therapy - Essential Duties & Responsibilities:

Massage Therapy Knowledge

- Exhibit knowledge of physical medicine, massage therapy modalities, anatomy, and physiology

Massage Therapy Techniques

- Provide skilled and effective massage therapy techniques tailored to the independent client, document appropriately, and in a timely fashion.

Interpersonal Dynamics

- Demonstrate tact and professionalism while communicating and performing massage techniques with massage clients.
- Ensure clients are relaxed and comfortable by appropriately draping, adjusting pressure, or limiting areas or amount of contact as client needs.

Work Independently

- Readily work independently as well as under supervision of rehabilitation professionals.

Schedule Management

- Manage schedule appropriately to allow for most efficient client schedule.
- Work with other scheduling staff to ensure clients are correctly scheduled and information is available.
- Ensure that massage and marketing schedule does not interfere with appropriate staffing of Therapy Office.

Referrals

- Suggest appropriate referrals to other health care professionals when deemed necessary, and communicated client information efficiently and confidentially.

Marketing

- Educate community members and businesses about the benefits of massage therapy services.
- Promote massage therapy services and encourage adequate productivity.

Therapy Office Representative - Essential Duties & Responsibilities:

Greeting Patients/Check-in

Greet Patients/Visitors

- Welcome patients and visitors when they arrive for appointments with a pleasant and professional manner, perform check-in procedures, and notify therapists that patients have arrived.

Telephone

- Answer phone calls within three (3) rings, take messages and/or attempt to answer caller inquiries, and transfer calls to appropriate parties.

In-Take Documentation

- Ensure all required documentation is complete and updated (in-take, outcome measures, ABN's, rental agreements, etc),and confirm that all initial evaluation documentation is fully completed by patient prior to giving to therapist.

Collect Payments

- Collect co-pays, deductibles, outstanding account payments prior to visit, and payments for supplies at the time of service
- Provide clients with proof of payment and collect ABN when appropriate.

Scheduling/Check-out

Schedule Patients

- Schedule patients according to visit type, or as instructed by primary therapist, and in accordance with State and Medicare regulations.
- Ensure that patients are scheduled with as much consistency of provider as possible.

Insurance Verification

- Ensure all new patient insurance verifications are complete prior to patient's scheduled appointment and noted in appropriate practice management systems.
- Notify patient of co-pay and other financial responsibilities prior to patient coming to appointment

Schedule Deep Pool

- Schedule deep pool patients in accordance with departmental policies and ensure patients have information for location and procedure.
- Facilitate communication between therapists and pool patient.

Schedule FCE (Functional Capacity Evaluations)

- Schedule FCEs per departmental policies and ensure clients have completed all documentation and other requirements prior to the scheduled appointment.
- Verify insurance coverage with the business office.
- Communicate with therapist about upcoming FCEs and adjust schedule as necessary.

Call New Patients

- Call all new patients the day before, to confirm appointment and to inform them of insurance coverage, co-pay, deductible, etc.
- Inform the patient to arrive before their scheduled appointment for paperwork.

Orthoses & Supplies

- Ensure all patients for custom foot orthotics and braces have insurance verification, inform patient of insurance coverage prior to scheduled appointment, and all documentation is completed, as needed.

Communication with Therapist

Communicate with Therapist

- Collect as much information as possible and communicate thoroughly with therapist about any scheduling conflicts, updates and/or other scheduling issues including walk-back patients.
- Consistently use a professional and pleasant manner.

Therapy Benefit Tracking

- Note in appropriate practice management systems any specifications to therapy benefits.
- Enter in specific episode of care if there is a limited number of visits allowed.

ABN (Advance Beneficiary Notice)

- Assist therapist and patient in understanding supply/treatment coverage, need for ABN, etc., to ensure appropriate payment day of service.

Discharge Patients

- Communicate with therapists to determine appropriateness to discharge patients that are consistently not attending their visits and assist therapist as delegated.
- Support Therapy Office Supervisor to discharge charts of patients who fail to attend physical therapy appointments.
- Notify medical staff of the patient's noncompliance.

Communication with Physicians

Healthcare Team Communication

- Prepare physician clinic patient list and ensure most relevant therapy documentation is uploaded for physician access (initial, progress, or discharge).
- Prepare therapy clinic list and communicate with techs to organize clinic accordingly (wounds, traction, etc).

Track Medicare Therapy Certifications

- Track required Medicare therapy certifications and have referring physicians sign.
- Upload copy of signed certification into practice management.
- Note when faxes were sent.

Facilitate Communication

- Facilitate communication between physicians, medical staff, and physical therapists using the appropriate chain of command.

Other Duties

Mail

- Assume responsibility for outgoing mail and distribution of delivered mail and faxes.

Specialty Equipment Orders

- Assist therapists in ordering of specialty equipment and supplies (i.e. TENS, traction, orthotics).

Website

- Provide location of protocols and intake paperwork on website or fax at the physician or therapist request.

Transportation

- Contact and arrange for transportation services for patients who are unable to provide their own.

Assist Flow

- Assist flow of the therapy clinic as needed (clean tables, assist patients to vehicles).

Educational Activities

- Participate in educational activities to educate the community, Premier Bone and Joint Centers' staff, and physical therapy department.

Closing Procedures

- Track patient payments and receipts daily.
- Work with techs to ensure doors and drawers are locked.

Information Processing:

Communication

- Handle a variety of matters involving contact with various staff and the public.
- Communicate effectively and in a timely manner, utilizing the appropriate chain of command.

Language Use Skills

- Skill in language use, including reading and comprehending instructions, short correspondence, and memos, constructing correspondence, and presenting information in one-on-one and small group situations, in person and electronically.

Computer Use

- Utilize computer to perform department functions and appropriate communication.
- Check e-mail daily while at work to receive departmental communication within and respond to emails within 24 hours.
- Readily utilize multiple software systems for patient.
- Do not use computers for personal tasks.

Interpersonal Skills:

Compassion

- Demonstrate compassion and caring in dealing with others, including patients, co-workers, and visitors.

Initiative

- Exhibit initiative and self-directed behavior.
- Accept responsibility for own professional growth and personal conduct.

Professional Image

- Follow dress code of the department, appear professional when present in the clinic, wear identification while on duty, and communicate name and role to patient appropriately.
- Project a pleasant and professional image.

Analyzing Skills

- Analyze situations accurately, make decisions to bring a favorable resolution, and take effective action.
- Seeks out help when appropriate.

Flexibility

- Respond with flexibility to changing work load and/or patient assignments.
- Readily adjust schedule to accommodate patient care.

Working Relationships

- Ability to establish and maintain effective working relationships with physicians, co-workers and the public that harbor a friendly, yet professional interaction.
- Demonstrate willingness to readily interact with other staff members and department leaders.

Utilization & Quality Data

- Ability to evaluate utilization and quality data and make necessary modifications in performance by self-monitoring productivity, monitoring physical therapist schedule efficiency, and assisting with other employees or duties to ensure efficient running of department to reduce cost.

Other Duties

- Perform other duties as directed/required to ensure efficient operations of Premier Bone & Joint Centers.

Adherence to Facility & Department Policies:

Attendance/Punctuality/Time Clock System

- Maintain good attendance record and arrive to work punctually in a manner that allows for patients to initiate their treatment on time.
- Utilize established time clock system appropriately.

Overtime

- Able to substantiate overtime, minimize overtime and adjust hours as needed.

Dress Code/Identification

- Follow dress code of the department, appear professional when present in the clinic, wear identification while on duty, and communicate name and role to patient appropriately.

Confidentiality

- Observe confidentiality of information in regards to patients, physicians, and fellow employees.
- Ability to maintain confidentiality under HIPAA standards.

Staff Meetings/In-services

- Participates in Premier Bone & Joint Centers and departmental in-services and staff meetings.

Safety & Infection Control Policies/Standards of Care

- Adhere to safety and infection control policies and standards of care policies, including patients privacy rights.
- Perform patient care according to policies and procedures and standards of care of the facility.

Cell Phone Use

- Cell phone may be used for business purposes only.
- Utilize cell phone for personal use only during breaks or meal periods out of the public eye.

QA (Quality Assurance)

- Participate in performance improvement and quality assurance (QA) activities when able.

Care of Environment, Equipment, & Supplies:

Clean, Neat, Safe Environment

- Maintain a clean, neat, and safe environment for patients and staff including personal work areas.
- Ensure Therapy Office is clear of clutter and food items.

Inventory of Supplies

- Notice need for new supplies or inventory and delegate accordingly or notify the appropriate person.
- Assist the clinic to help maintain appropriate inventory in patient care areas.

Equipment

- Utilize correct/safe technique when using equipment and notify appropriate personnel of malfunctioning equipment per department policies.

Education:

Degree/Diploma Abtained	Program of Study	Required/Preferred
High School Diploma or Equivalent		Required
Completion of License at Accredited School	Massage Therapy	Required

Certification & Licensures:

Certification/License	Program of Study	Required/Preferred
Certification	BLS for Healthcare Provider (CPR)	Required
Completion of at least a 500 hour program	Massage Therapy	Required

Experience:

Years of Experience	Program of Studay	Required/Preferred
1	Previous Medical Office Procedures	Preferred
1	Customer Service in Related Field	Preferred

Physical Requirements:

Action	Description	Frequency
Seeing	Must be able to read and use a computer to facilitate information collection, organization, and dissemination.	Constant
Hearing	Must be able to hear well enough to communicate in person and on the phone with physicians, medical staff, physical therapy staff, administration, and patients/families.	Constant
Speaking	Must be able to verbally communicate with physicians, medical staff, physical therapy staff, administration, and patients/families.	Constant
Fingering/Grasping	Must be able to write and type to facilitate information collection, organization, and dissemination.	Constant
Sitting		Frequently
Standing		Frequently

Weight Demands:

Action	Description	Frequency
Lifting	Must be able to lift 0 – 25 pounds	Frequently
Lifting	Must be able to lift 26 – 75 pounds	Occasionally

Working Conditions:

The fast paced nature of this position may lead to increased levels of personal stress and demand high mental acuity.

Environmental Hazards

- Work environment contains rehabilitation equipment that may pose a danger if operated improperly.

Physical Hazards:

- Physical harm is possible when performing physical requirements, as listed above.
- Exposure to communicable disease, bodily fluids, and/or toxic substances is possible and can be physically harmful.

Unique Work Schedule/Travel

- May be required to work after hours, on weekends, or holidays.
- May be required to provide services outside the clinical setting (i.e. at University or High School athletic events).

Employee Statement of Understanding:

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position.

I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct related to my position. As an employee, I understand my duty to report any suspected violations of the law or the standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with patients, customers, and fellow employees.

Note: This description is intended to describe the general job duties and employment requirements for adequate job performance, and should not be interpreted as an exhaustive report. Additional duties and responsibilities may be assigned at the discretion of the employees' supervisor.