

Job Description



Job Title: ASC Office Assistant
Department: ASC
Report To: Director of ASC

Job Summary:

Responsible for clinical and office support for the Director of ASC and the ASC nursing staff. General duties may include data entry, scheduling, communication (internal, within surgery center staff, including surgeons, as well as external communications with patients and other healthcare facilities), organization, processing confidential material and information, preparing charts and patient consents, and other miscellaneous support duties.

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 cuts 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. Speak 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.

Essential Duties and Responsibilities

Scheduling

- Assist nursing staff with scheduling sheets
- Make arrangements for testing and motel requirements

Preparation of Charts

- Review/coordinate next day's charts for completion, i.e. diagnostic test results, and physician orders
- Verify that tests have been ordered and have been completed and posted in patient packet

Paperwork

- Coordinate distribution of paperwork, i.e. charges, dictation, scheduling sheets, and charts

Computer Use

- Use computer to perform department functions, i.e. forms, data entry, and scheduling

Interpersonal Skills:

Professional Image

- Follow dress code.
- Project a pleasant and professional image per company policy.
- Wear identification while on duty.
- Come to work projecting an attitude that welcomes patients.
- Communicate name and role to patient.

Flexibility/Stressful Situation

- Respond with flexibility to changing work load and/or assignments.
- Stay organized and function under stressful situations.

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.

Initiative

Exhibit initiative and self-directed behavior.

Accept responsibility for own professional growth and personal conduct by seeking knowledge in work specific areas, taking advantage of opportunities at work to observe and volunteer.

Independence

Ability to work independently, make decisions, and solve problems.

Other Duties

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

Adherence to Facility/Departmental Policy

Confidentiality/Right to Privacy

Observe confidentiality of information in regards to patients, physicians, and fellow employees.

Ability to maintain confidentiality under HIPAA standards.

Attendance/Punctuality

Maintain a good attendance record and arrive to work punctually.

Overtime

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

Cell Phone Use

Cell phone may be used for business purposes only.

Utilize cell phone for personal, use only during breaks or meal periods and out of the public eye.

Staff Meetings/In-services

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

Safety & Infection Control Policies

Adhere to safety and infection control policies.

Care of Environment, Equipment, and Supplies

Equipment

Utilize correct/safe technique when using equipment. Notify manager of malfunctioning equipment.

Clean, Neat, Safe Environment

Maintain a clean, neat, and safe environment for patients and staff, including personal work areas.

Education:

Degree/Diploma Obtained	Program of Study	Required/Preferred
High School Diploma or Equivalent		Required

Certification & Licensures:

License/Certification	Description	Required/Preferred
Certification	Current BLS-Health Care Provider (CPR Certification)	Required

Experience:

Years of Experience	Required/Preferred
Experience in a Healthcare Setting	Preferred

Physical Requirements:

Action	Description	Frequency
Seeing	Must be able to read patient charts, documentation, and computers.	Constant
Hearing	Must be able to hear well enough to communication with patients and co-workers.	Constant
Speaking	Must be able to verbally communicate with patients, co-workers, and other healthcare facilities.	Constant
Fingering/Grasping	Must be able to write and type data into patient charts/computer and to perform duties requiring fine motor skills.	Frequently
Standing		Frequently
Sitting		Frequently
Bending/Crouching		Frequently

Weight Demands:

Action	Description	Frequency
Lifting	Must be able to lift up to 25 pounds.	Frequently
Pushing/Pulling	Must be able to assist patients in physical movements and aid in transport of patients to and from wheelchair, exam table, etc.	Frequently

Working Conditions:

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

Environmental Hazards

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

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), or travel to offices throughout the state.

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.