

# THE ORTHOPEDIC INSTITUTE OF PENNSYLVANIA

*family of care*



Job Title: Clinical Support Assistant

Date Created: 4/9/2018

Reports To: Clinical Manager

Last Revision:

Department: Clinical

FLSA: Non-Exempt

**GENERAL SUMMARY OF DUTIES:** Completes FMLA and disability forms for patients in a timely manner, schedules patients for outside testing, assists physicians with evaluation and management of patients during office visits, answers and triages patient calls and other tasks related to patients consistent with his/her training and skills.

**ESSENTIAL FUNCTIONS:**

- Assures efficient patient flow through the office
- Prepares patient for examination
- Removes sutures, staples and casts
- Triage phone calls from patients to answer any questions or concerns
- Patient education
- Completes forms for patients
- Returns forms to patients
- Calls outside facilities to schedule tests/studies for patients

**EDUCATION:** Completion of Medical Assistant Program, Certified MA required.

**EXPERIENCE:** One year of medical or medical office experience and computer experience in a medical office setting a plus.

**REQUIREMENTS:** Maintains CPR certification and CMA certification. Excellent clinical skills with outstanding customer service skills required.

**KNOWLEDGE:**

- Knowledge of health care field and orthopedics
- Knowledge of specific assisting tasks related to orthopedics
- Knowledge of information that must be conveyed to patients and families
- Knowledge of medical office clinical equipment and testing procedures is required
- Knowledge of insurance

**SKILLS:**

- Excellent communication skills both written and oral
- Clinical skills
- Accuracy and attention to detail
- Must possess tact and diplomacy
- Demonstrates flexibility by adapting to new and changing situations and duties in order to meet customer needs effectively
- Demonstrates flexibility to provide quality of services and improve efficiency
- Maintains positive working relations with co-workers
- Time management skills
- Ability to multi-task
- Skill in using office equipment and handling paperwork/filing adequately

**ABILITIES:**

- Ability to work 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 clearly in person and on the phone and establish/maintain cooperative relationships with patients, families, staff and other visitors
- Ability to organize and prioritize tasks effectively
- Ability to read, understand and follow oral and written instructions

**ENVIRONMENTAL/WORKING CONDITIONS:** Work is performed in a medical practice environment. Position involves frequent contact with staff and the public. Work may be stressful at times. Contact may involve dealing with angry and upset patients/people.

**PHYSICAL/MENTAL DEMANDS:** Work requires hand dexterity for office machine operation, stooping and bending to files and supplies, mobility to complete job functions, or sitting for extended periods of time. Must possess visual and auditory acuity in order to communicate with co-workers, patients, and other customer groups. Possible exposure to chemical hazards but is not limited to toxic hazardous substances. 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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