**JOB DESCRIPTION**

**Job Title: AUDIOLOGY ASSISTANT (or may be called Technician)**

**Reports To: Department Director and Audiologists**

**Location:**

**Job Status: Full Time**

**POSITION SUMMARY:**

Provides assistance to the audiologists related to patient care, clinical flow, and patient evaluations. This position also manages general hearing aid care, as well as the processing of paperwork for patient management plans. Independently manages patient needs related to basic hearing aid care, is responsible for hearing aid supplies and maintaining incoming and outgoing hearing aid inventory. This role also supports and fulfills front office staffing in a backup capacity.

**PRIMARY JOB FUNCTIONS:**

Patient Care

* Greets patients and gets them settled for their appointment
* Assists the audiologist in preparation for the patient experience
* Takes hearing health care calls, and schedules patient appointments
* Inputs data into practice management software
* Manages walk-in hour patients related to general hearing aid care needs and, when needed, direct patient for follow-up with Audiologist
* Provides hearing aid maintenance appointments
* Performs hearing aid repairs
* Performs case history for audiologist
* Ensures exam rooms are properly stocked
* Instructs patients on fitting of custom earplugs
* Properly charts patient encounter and action
* Properly identifies patient needs requiring audiologist management
* Maintains detailed knowledge of costs related to products and repairs
* Organizes and maintains neat physical appearance of hearing aid lab work space
* Maintain and support audiologist communication and correspondence with insurance companies and third-party payers related to hearing and benefits, obtaining authorizations for services and follow up issues.

Inventory management

* Manages inventory of hearing devices
* Checks in all incoming hearing aid mail, verify packing slips and routing slips to appropriate location for payment, file appropriate slips in patient chart
* Processes all paperwork as related to new hearing aid orders, new earmold orders and custom plug orders
* Processes all paperwork related to those repairs identified by audiologist and those identified in routine checks
* Evaluates and fulfill requests of all hearing aids dropped off for check
* Completes all hearing aid processing within a turnaround time of one day
* Maintains and order supplies as directed for the lab and front office
* Prepares all hearing components, repairs, molds for programming evaluation by the audiologists
* Prepares all invoices for monthly billing for accounts payable

Other Clinical Care

* Documents all patient contact accurately in medical record
* Documents telephone calls accurately in medical record
* Maintains patient confidentiality according to HIPAA rules
* Attends required training programs
* Trains new staff when instructed
* Performs patient education when appropriate
* Maintains good relationship with physicians in verifying orders/requests and any question that may come up
* Helps receptionists when needed
* Performs other duties as required or requested by management
* Attends all regular staff meetings
* Performs all tasks and projects assigned by the owner, office manager and the Audiology staff

**JOB SKILLS, KNOWLEDGE AND ABILITIES**

* High school education or GED equivalent
* Two years’ experience in a medical office
* Ability to communicate general patient instruction related to hearing aid care
* Experience handling shipping/receiving paperwork—prefer experience using a computerized mailing system
* Experience establishing relationships with insurance companies
* Possession of discipline to work in accordance with accepted clinical standards
* Compliance with all regulatory requirements including OSHA, maintenance of clinical skills and certifications, etc.
* Capable of dealing with patients and their family, employees, and physicians tactfully, effectively, and professionally
* Proficient computer skills that include familiarity with Microsoft Office software
* Knowledge of medical software/EHR/EMR systems—Counsel Ear knowledge a plus
* Strong written and verbal communication skills
* Able to manage multiple tasks with many interruptions

**PROFESSIONAL EXPECTATIONS:**

Exhibits a positive attitude, compassionate care, a professional appearance, is detailed, efficient and organized with an orientation toward accuracy. Maintains strict confidentiality and enjoys a team-oriented work environment to facilitate the smooth, efficient and professional care of the patient and performance of the office.

**PHYSICAL DEMANDS & WORK ENVIRONMENT**

Work environment is fast paced but professional and friendly. Work requires movement throughout the office, sitting for periods of time, stooping, bending and stretching for files and supplies. Employee will occasionally be asked to lift files and paper weighing up to 30 pounds. Position requires manual dexterity sufficient to operate, keyboard, operate a computer, telephone, calculator, copier and fine-motor tools related to hearing aid cleaning, operation of grinding and buffing wheel, and such other office equipment as necessary. Vision must be correctable to 20/20 and hearing must be in the normal range for telephone contacts. It is necessary to view and type on computer screens for long periods and to work under stressful or emergency situations with high concentration and energy level. Employee will be exposed to bodily fluids on a regular basis. Employee may have exposure to communicable diseases, toxic substances, ionizing radiation, medicinal preparation and other conditions common to a clinic environment. Work is performed in an office environment. The employee must be comfortable asking patients for money. Work is performed in patient rooms, hearing aid labs and back office and involves frequent contact with patients. Work may be stressful at times and requires excellent communication skills. Interaction with others is constant and may be interruptive.

Contact involves dealing with sick individuals in addition to patients suffering from communication disorders.

Position requires willingness to work in clinic locations other than their primary clinic location (in the case of multiples offices).

Employee Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_