Skin Laser and Surgery Specialists of NY & NJ has opportunities for Patient Service Representatives/Medical Assistants in our NY and NJ locations. These positions will require traveling to our various offices as needed.

**Position Summary:**
The Patient Service Representative/Medical Assistant (PSR/MA) is a team member who is responsible for coordinating and controlling the multi-disciplinary activities required to provide a safe environment for patients while undergoing any procedure or treatment. The PSR/MA is also responsible for sale of the various skin care products offered by SLSS.

**Qualifications:**
The PSR/MA should have completed a recognized training program in the area of medical assisting or have specialized training as an LPN or RN. They must possess and maintain CPR certification. The PSR/MA must have a thorough working knowledge of surgical and aseptic techniques and must be able to communicate effectively, both verbal and written. The PSR/MA must possess the physical ability and sensory (e.g. visual, hearing) acuity to satisfactorily perform all direct and indirect care functions. **Experience in a cosmetic and/or medical dermatology setting is strongly preferred.**

**Essential Responsibilities:**
- Assume responsibility for patient safety during the state of enforced dependency created while undergoing any treatment or procedure.
- Assume responsibility for creating a safe therapeutic environment in which the patient's psychological, physiological, and physical needs are identified, anticipated, and met.
- Possess a thorough working knowledge of aseptic technique and its application and utilize same technique to reduce occurrence of nosocomial infection by directing attention to infection control measures and environmental safety practices.
- Has a working knowledge of the physiological and anatomical aspects of procedural intervention.
- Assure confidentiality of all patient and facility affairs.
- Participate in training, orientation, and staff development programs.
- Maintain and increase standard of competency and performance.
- Recognize hierarchy and use proper lines of communication. Present a professional and caring attitude to patients and peers. Seek guidance and assistance as needed.
- Assure patient and employee safety by following all facility rules and regulations addressing personal safety as well as those assuring a safe physical environment.
- Comply with all facility policies and procedures. Report any observed failure of compliance with the policies and procedures to the appropriate administrative personnel.

**Essential Procedural Responsibilities:**
- Comprehension of SLSS software programs to accurately complete administrative workload.
- Record accurate, timely documentation of counts, complications, incidents, nursing care notes, etc.
- Assure patient rooms are properly cleansed and that appropriate supplies and equipment are available in each room.
- Prepare instrument trays and supplies in sterile and non-sterile setting.
- Prepare syringes for the session.
- Assist patient onto exam tables.
- Take patient history, including vital signs when necessary, make complete and legible chart notes.
- Provide assistance to physician during all procedures as requested within the scope of licensure.
- Assist with application of all dressings.
• Prepare and record all biopsies to labs upon diagnosis, document in log, advise doctor and patient if noted by doctor.
• Prepare and record medications and samples dispenses, prescriptions prepared, and patent educational information disseminated to patient. Notate in chart.
• Report to the lead or clinical supervisor any equipment failures, breaks in technique, incidents or other unusual occurrences.
• Perform direct terminal cleaning activities at the end of the day.
• Return telephone calls to patients, and make appropriate documentation in the patient chart.
• Respond to pharmacy telephone calls and faxes relating to patient medications and make appropriate documentation in the patient chart.
• Maintain appropriate inventory of supplies and medications.
• Attend any office meetings requested by clinical coordinator or lead.
• Maintain patient literature for all procedures performed.
• Strong knowledge of all procedures performed at SLSS
• Strong knowledge of all product offered at SLSS
• Sales of skin care products to in office patients
• Able to perform Patient Satisfaction Role when needed.
• All other duties as needed or assigned by Medical Director, Clinical Supervisor or Lead.

Education
• Must posses RMA or CMA from an accredited institution, have specialized training and licensed as an LPN or RN, or have relevant work experience in the field.

Experience
• Experience in a medical setting, hospital or physician practice, desirable, but not required.
• Experience in dermatological setting preferred but not required.
• Previous Nextech experience a plus ****

Physical Demands
• Long periods of time standing and walking
• Direct patient contact
• Reading, writing, typing
• Lifting or assisting patients onto exam chairs or into wheelchairs
• Lifting of supplies, some of which may be over 25 pounds
• Moving lasers or pushing patient wheelchairs

Exposure
• Exposure to bloodborne pathogens is high risk

For consideration, please email resume and cover letter to susand@skinandlasers.com. Please be sure to include compensation requirements and refer to Job ID: PSR/MA.