

## **Patient Service Representative/Medical Assistant (Full Time/Part Time)**

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 patient 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 possess 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](mailto:susand@skinandlasers.com). Please be sure to include compensation requirements and refer to Job ID: PSR/MA.