

JOB DESCRIPTION

EXPERIENCED VETERINARY TECHNICIAN



ACCESS
Specialty Animal Hospitals®

Welcome

ACCESS Specialty Animal Hospitals are some of the most advanced, inclusive, and progressive veterinary multi-specialty referral hospitals in Southern California. Built on a foundation of exceptional medicine and compassion for people and their pets, we strive to provide a superior level of care in a professional, friendly and supportive environment. We are growing and looking for like-minded people to work with us. There are lots of opportunities for your career growth and development at ACCESS. We are always in need of experienced Veterinary Technicians in all specialties including ER, IM, Critical Care, Oncology, Neurology, Cardiology, and Surgery. If you want to make a difference by delivering exceptional medicine in often demanding circumstances, we'd like to hear from you!

Requirements

- Increase efficiency of the doctor staff by providing care and support to patients, clients, and hospital staff
- Provide excellent medical support and compassionate care for patients and clients
- Act as a point of communication between clients and hospital staff regarding the status of patients in hospital

Duties and Responsibilities

Possess complete understanding of all knowledge required for, and skill set of, an experienced Veterinary Technician, expertise may include:

- Responsible for training technical employees in levels below current level
- Give accurate and detailed rounds
- Evaluate and identify lung sounds (abnormal and normal) and evaluate and identify heart murmurs on auscultation
- Demonstrate the comprehension and treatment of hypercapnia, hypocapnia, hypertension, hypotension, bradycardia, tachycardia
- Correctly apply soft padded, Robert Jones and sampling line bandages
- Understand and interpret ECG parameters and common abnormalities
- Monitor and maintain a patient under anesthesia
- Perform Schirmer Tear tests and Fluorescein Stains and identify and explain normal and abnormal results
- Place, use and maintain Nasogastric tubes including the ability to correctly confirm placement
- Assist with and perform basic and advanced CPR

- Appropriately calculate and set up continuous rate infusions
- Properly place Nasal Oxygen Cannula understanding the difference between a nasal line and a nasopharyngeal line
- Perform Blood Transfusions including cross matches, blood typing, set up and administration of the transfusion. Understand and recognize transfusion reactions
- Set up for Thoracocentesis and assist with procedure
- Surgically prepare patients for minor surgery including proper clipping, prep and positioning
- Correctly and safely restrain animals
- Understand and identify bradycardic and tachycardic arrhythmias
- Understand the different types of crystalloids and colloids and know when they should be used. Set up and maintain a buretrol with fluids and additives
- Perform routine intravenous inductions and intubate anesthetized patients safely. Demonstrate how to check correct positioning and cuff inflation (RVT only)
- Perform basic suture techniques (RVT only)
- Anesthesia On-Call shifts may be required
- Responsible for upholding the spirit of ACCESS by handling all necessary tasks that require attention

ACCESS is an Equal Employment Opportunity (EEO)

ACCESS Specialty Animal Hospitals provide equal employment opportunities to all employees and applicants in all company facilities in accordance with applicable federal, state and local laws. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire.

JOB DESCRIPTION

DOCTOR'S ASSISTANT



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Requirements

- Provide enthusiastic, compassionate, and professional care for clients and patients.
- Assist in providing support to the doctor for the purpose of making case flow as efficient and streamlined as possible.
- Responsible for upholding the spirit of ACCESS by handling all necessary tasks that require attention

Duties and Responsibilities

- Contact clients for updates and information, when requested by doctor.
- Obtain and record patient histories.
- Ensure that all incoming patients have appropriate paperwork and medical records in EzyVet.
- Enter communication notes in patient files of all relevant phone or in-person conversations with clients, especially when notifying them of lab results.
- If patient was admitted to the hospital by the overnight doctor, confirm that an inpatient update has been compiled and shared in the portal to the pDVM.
- Verify and/or witness client's statements regarding procedures, including euthanasia.
- Complete and discuss financial estimates for clients as directed by doctor. Accurately invoice clients.
- Cross reference and double check charges for procedures, diagnostics and hospitalization for inpatients and outpatients.
- Keep a record of all radiographs the doctor may have ordered and submit radiograph review requests as applicable.
- Keep records of all outgoing blood work ordered by the doctor and create lab request as applicable.
- Communicate with other Doctor's Assistants on patient status, discharge information and any other pertinent information.
- Once initiated by the doctor, coordinate patient transfers between departments and doctors

- Discharge patients
 - o Instruct clients on the care of patients at home, warnings or things to look for and/or expect post-procedurally, as well as the timing of recheck appointments
 - o Discuss medications with owners and send home PLUMB handouts for all medications going home
 - o Discuss medication administration or application and potential side effects with owners as directed by doctors

Qualifications

- Proficient in computer and phone usage
- Know the range of services the hospital provides and the species it treats
- Ability to follow OSHA standards
- Know standard medical and business abbreviations
- Use proper medical terminology when speaking and writing
- Competently speak and write the English language

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JOB DESCRIPTION

CLIENT CARE SHIFT SUPERVISOR



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Requirements

- Provide primary point of contact through which all client care questions, comments, concerns, and issues can be handled
- Decrease the time spent by Client Care Representatives replicating responsibilities or missing duties by providing oversight for all employees in the moment

Duties and Responsibilities

- Oversee the individuals working on any given shift to ensure their work product is excellent
- Create the daily task assignment list for all Client Care Representatives
- Review any client / doctor issues that come up in the moment to allow for expedient and satisfactory resolution
- Maintain flow of the check in / check out process by assigning check in and discharge processes to Client Care Representatives
- Reviews and rounds Client Care Representatives throughout the shift on the status of clients in the waiting area, as well as for outpatients

- Round with doctors and their assistants from each department at the end of their shift to see if any specific issues occurred with individuals or situations, in an effort to improve communication and service
- As assigned by the Client Care Manager and / or Client Care Assistant Manager, trains staff in various areas of client service and operational systems
- Communicate with the Client Care Manager and Client Care Assistant Manager at the end of each shift to make recommendations for improvement in system and operational flow
- Responsible for upholding the spirit of ACCESS by handling all necessary tasks that require attention

Qualifications

- Must have been a member of the Client Care Representative Team

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JOB DESCRIPTION

CLIENT CARE REPRESENTATIVE



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Requirements

- Provide exceptional customer service to all people who enter the hospital
- Be a representative of the hospital's Principles of Quality, Integrity, Compassion, and Service at all times
- Handle phone call overflow

Duties and Responsibilities

- Greet and welcome all clients and visitors into the hospital, providing comfort options such as food and beverage
- Be knowledgeable of the status of all clients waiting in the lobby areas, including who the patient is, what doctor they are seeing, and where they are in the process of the visit
- Create complete and accurate patient charts, including all necessary records, patient information, and client contact information
- Handle all financial transactions accurately, including deposits, cash drops, payments, and credit options for clients. Have knowledge and understanding of hospital billing practices
- Perform opening and closing routines within the front desk to ensure smooth operational running throughout the day, including counting cash, financial closing of reports and terminal batching when scheduled
- Route all incoming information, including emails and faxes, to the appropriate locations within the hospital
- Schedule appointments for clients within the parameters of the individual doctor guidelines
- Route radiographs (digital and hard copy) appropriately

- through the hospital, including accepting transfer radiographs from primary vets and returning them to the originating hospital
- Provide compassionate, caring support to clients during the euthanasia process, including handling financial transactions expeditiously and arranging for final care options for remains
- Arrange with the Lab and Pharmacy Coordinator to have prescriptions refilled in a timely manner after obtaining doctor approval
- Make notes in patient files of all relevant phone or in-person conversations with clients
- Maintain a clean, functional, and organized front desk work area by refiling all charts promptly and organizing any incoming or outgoing information
- Keep all exam rooms and the lobby area tidy, organized, and stocked.
- Handle other assigned projects when requested

Qualifications

- Excellent customer service skills,
- Proficient in computer and phone usage
- Competently speak and write the English language
- Know the range of services the hospital provides and the species it treats
- Ability to learn appropriate medical terminology/knowledge

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JOB DESCRIPTION

ANIMAL CARE ASSISTANT



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Requirements

- Increase efficiency of the doctor staff by providing care and support to patients, clients, and hospital staff
- Provide excellent medical support and compassionate care for patients and clients
- Act as a point of communication between clients and internal hospital staff regarding the status of patients in hospital

Duties and Responsibilities

- Complete ACCESS Level I VetBloom Online Training.
- Use Smartflow to look up patients and to properly notate patient urination, defecation, vomit, walks.
- Basic telephone procedures including proper answering of the phone and greeting, taking messages and notating them correctly in Ezyvet, placing a caller on hold.
- Understand how to properly clean all sides of a cage and run.
- Understand the use of Rescue Disinfectant including the different concentrations that are used and understand when it is appropriate to use each concentration.
- Knowledge of isolation procedures and protocol and cleaning of isolation rooms and contaminated treatment area or exam room.
- Perform laundry including isolation laundry with the correct protocol.
- Remove trash from rooms, treatment areas, offices and dispose of correctly.
- Clean and stock the food prep/kitchen area.
- Set up cages and runs for patients with appropriate bedding, litter trays, food and water with an understanding of how to check if a patient is NPO or if they have special requirements.
- Safely hold and restrain patients for examination and treatments. Safely walk a dog with leash, harness and sling.
- Check patients bedding for urination and defecation and change bedding when appropriate notating it in Smartflow.
- Become familiar with basic CPR roles to allow assistance if needed.
- Assist with patient after care arrangements preparing for communal or private cremation/aquamation.
- Assist with stocking of the departments with supplies.
- Responsible for upholding the spirit of ACCESS by handling all necessary tasks that require attention

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