



Doctor Assistant

Job Description

Doctor's Assistants (DA) provide support for our veterinarians and are crucial in making the veterinarian's day run smoothly by being a liaison between the doctor(s), clients, financial coordinators, technicians, and front desk team. The DA must be friendly, personable, professional, courteous, and compassionate to the challenges the team and clients present. Communication duties and skills focus on relating information and instructions from the doctor to the client and support team and keeping them informed on patient status.

Essential Duties and Responsibilities

- Focus on the doctor(s) needs in relation to patient care
- Help doctor(s) organize and prioritize daily activities
- Act as a liaison between the doctor and other team members
- Help the team organize workflows and improve efficiencies
- Be available to the team for questions regarding patient status
- Work with technician team and doctor(s) to orchestrate procedures
- Obtain diagnostic result reports from rDVMs and laboratories
- Perform follow-up calls
- Review treatment plans and invoices for accuracy
- Update clients on hospitalized patient status and doctor review updates
- Coordinate referral and emergency transfers with technicians, doctors, and clients
- Review discharge instructions and revise per doctor instructions
- Assist technicians with patient care as needed
- Perform other duties as assigned
- May act as a mentor or trainer for team members

Skills and Basic Qualifications

- Minimum 2 years emergency veterinary experience as technician, licensed veterinary technicians preferred
- Working knowledge of common pharmaceuticals used and dispensed; proficient in calculations (drugs, constant rate infusions, unit conversion, etc.)
- Flexibility with work hours and able to work additional hours when necessary
- Knowledgeable of breeds and common ailments of dogs and cats
- Knowledgeable of most common services and procedures found in emergency practice
- Excellent verbal and written communication skills
- Understand basic medical terminology
- Must be self-directed, motivated, and well-organized
- Has a positive, energetic attitude and is able to keep composure and focus with changing priorities

- Ability to accept and provide constructive feedback
- Highly confidential, trustworthy, accountable, and dependable with the ability to follow up and follow through with commitments

Physical Requirements

- Ability to work in a fast-paced environment and handle multiple tasks simultaneously
- Ability to sit or stand for long periods of time and to move constantly throughout the workday
- Ability to bend, kneel, crouch, and climb
- Ability to use arms, hands, and fingers
- Ability to reach, turn, push/pull, lift, move, and/or carry up to 40lbs
- Strong sensory skills such as visual acuity and good hearing
- Ability to work in a quiet to moderately noisy environment

Occupational Hazards

- May be exposed to hazards such as:
 - Medical, chemical, biological, and normal pet waste
 - Loud noises
 - Bites and scratches

Reports to: Technician Supervisor

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.

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