



JOB DESCRIPTION

Job Title: AUDIOLOGY ASSISTANT
Reports To: Department Director and Audiologists
Location: Olympia & Lacey clinics – rotating on a schedule
Job Status: Full Time

POSITION SUMMARY:

Provides assistance to the audiologists related to general hearing aid management and 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. Also responsible for the collection, accuracy, and verification of invoices and preparation for payables, communication with insurances and other entities in a formal written and verbal manner. This role also supports and fulfills front office staffing as needed.

PRIMARY JOB FUNCTIONS:

Patient Care

- 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.
- Cleans and checks hearing aids as related to hearing aid check appointments and 6-month routine follow-up checks.
- Changes tubes on ear molds and general part replacement on hearing aids as needed.
- Intakes patient and prep consult rooms for audiologist
- Instructs patients on fitting of custom earplugs.
- Properly charts patient encounter and action.
- Properly identifies patient needs requiring audiologist management.
- Maintains detailed knowledge of service and professional 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 telephone calls accurately in medical record
- Maintains patient confidentiality according to HIPAA rules
- Attends required training programs and meetings.
- 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 Patient Care Coordinators/front desk when needed
- Performs other duties as required or requested by management
- Attends all regular staff meetings
- Performs all tasks and projects assigned by the Director 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
- Strong written and verbal communication skills
- Able to manage multiple tasks with many interruptions
- Must possess reliable transportation to ensure punctuality and attendance.