

Position Overview: Audiology Assistants at Ear, Nose, & Throat Associates (ENTA) function to assist the on-site Florida-licensed Audiologist and/or Florida-licensed Otolaryngologist in whatever manner is legal and appropriate to make them more efficient and more productive. These services include, but are not limited to, providing supervised basic diagnostic services, giving our patients follow-up hearing aid care, and assisting with various clerical & administrative tasks. Audiology Assistants are sometimes called upon to perform duties other than their traditional audiological responsibilities to ensure continuity of operations throughout ENTA.

Supervision: Audiology Assistants report directly to ENTA's Lead Audiologist or to the Practice Administrator.

Flexibility: While this Job Description is meant to provide an overview and specific responsibilities of the Audiology Assistant position, ENTA Management reserves the right to make changes, adjustments and revisions, as needed, to this document.

Physical Demands: Coordination, manual, and physical dexterity sufficient to properly and adequately use various items of audiology diagnostic equipment and office equipment as required of the position or as directed by ENTA supervising staff. The position may involve sitting, standing, bending, and stooping. Travel throughout the ENTA service area is sometimes required for special tasks and often between ENTA's various offices for support purposes. The incumbent must also be capable of lifting up to 25 pounds.

Working Conditions: Normal medical office environment; this environment may involve dealing with a high traffic volume of people and stressful situations requiring the ability to think clearly; respond quickly; and to be able to perform multiple tasks simultaneously. Periodic training and administration workshops and meetings specific to Audiology may be scheduled. When scheduled, employee is expected to attend and participate.

Summary of General Duties: ENTA's Audiology Assistants are Florida-Licensed professionals who after acquiring proper training, work alongside our Florida-Licensed Audiologists and Florida-Licensed Physicians, to provide assistance in the evaluation or treatment of those suffering from disorders associated with hearing and balance difficulties.

An Audiologist Assistant's key role at ENTA is to support the Audiologist and/or Physician by carrying out routine tasks, so that the Audiologist and/or Physician are available for assessing and treating ailments which require a higher level of diagnostic skill. They improve access to patient care by increasing availability of audiological services; increasing productivity by reducing wait times and enhancing patient satisfaction; and reducing costs by enabling assistants to perform tasks that do not require the skills of one of our Audiologists.

Summary of Specific Duties:

- Audiology Assistants at ENTA perform basic diagnostic hearing evaluations on patients that have reached the age of 5 or more. These services are only to be provided under the direct and onsite supervision of the ordering Physician or in cases of non-Medicare patients under the supervision of the onsite Audiologist.

- After a patient is established with one of our Physicians or Audiologists, the Audiology Assistants can see hearing aid patients directly for hearing aid problems and maintenance, as needed to assist the Patient Care Coordinator (PCC). During these visits the Audiology Assistant can perform clean and checks on hearing aids, change tubing & perform basic repairs of hearing aids, and counsel the patient on care and use of their devices. The Audiology Assistant at ENTA can never program or re-program hearing aids or change the basic functionality of a hearing aid which was originally set by one of our Clinical Audiologists.
- Audiology Assistants at ENTA also handle various clerical and scheduling responsibilities. These varied tasks include:
 1. maintenance of office & test equipment,
 2. scheduling of patient appointments,
 3. reviewing schedules and as necessary rescheduling patients on the Audiologist's and/or Physician's schedules to ensure an efficient clinic,
 4. cleaning of multi-patient use audiological supplies and devices
 5. daily disinfection of booth, chairs, transducers, etc.,
 6. ordering of audiological supplies for test rooms,
 7. daily monitoring of voicemail
- Audiology Assistants are required to document their various clinical activities by inserting procedure codes and test results into both the referring Physician's office note and the patient chart for physician review, by updating and transferring demographic and audiological data into our audiology-based software, and/or by handwriting notes in a patient's hearing aid chart after each contact.
- Help maintain hearing aid productivity by transitioning patients directly into product discussions with an Audiologist (as directed by their supervising Audiologist or Physician) when hearing testing shows the possibility of improved communication through amplification. If the patient cannot stay for a product discussion at the same time of testing, the PCC will schedule a product discussion with an Audiologist for a later date convenient for the patient.
- Notify the onsite Audiologist or Physician of any problems with patient care, equipment, or supplies in the clinic.
- Earn sufficient CEU credits for the biennial renewal of their Florida license.
- Always represent ENTA in a professional, courteous, and respectful manner when interacting with patients and fellow staff members.