**Position Title: Doctor’s Assistant**

**Reports to: Emergency Veterinarian Manager
Department: Critical Care Department**

**Status: Full-time, Permanent**

**Position Summary**

The Doctor’s Assistant will provide enthusiastic, compassionate, and professional care for clients and patients at Pulse Veterinary Specialists & Emergency. They will report to the Lead Emergency RVT and work closely with our Critical Care Specialists Dr. Lisa Thompson and our Emergency Veterinarian team. The position's goal is to provide support and assistance to help balance the Critical Care Specialist's workload through a variety of tasks. [Read more about our Emergency and Critical Care team here](https://pulseveterinary.ca/edmonton-animal-hospital/emergency-and-critical-care/).

The ideal candidate values maintaining a collegial working culture and prioritizes embracing the strategy, commitments, and goals of the organization to deliver high standards of medicine and exceptional patient care.

**Duties and Responsibilities**

Daily:

* Attends morning rounds to gain general knowledge of patients for the day.
* Checks messages and calls clients to update on patient status when requested by Doctors.
* Maintains practice software including client and patient record management.
* Openly and proactively communicates updates to DVMs, Lead Emergency RVT, Lead Specialty RVT, and other department team members. Prioritizes interdepartmental synergy by maintaining open lines of communication with other departments.
* Follows all SOPs to support smooth hospital operations.
* Follows all federal and provincial animal health laws and regulations regarding workplace health and safety.
* Adhere to the hospital’s health and safety policies.

Procedural:

* Cross references and double checks charges for procedures, diagnostics, and hospitalization for inpatients and outpatients.
* Ensures all treatments marked off on Instinct have been performed (e.g. bloodwork, x-rays) and helps complete treatments as needed.
* Submits and runs laboratory tests.
* Record keeping: Sends referral letters, scans and/or faxes records, calls referral veterinarians for medical records, enters charges, documents client communications.
* Keeps a record of all radiographs the Doctors may have ordered and submits radiograph review requests when required.
* Maintains records of all outgoing bloodwork ordered by the Criticalists and creates lab request when applicable.
* Communicates with clients, Technicians, and Doctors on patient status, discharge information, and any other pertinent information.

Patient-Admittance/Discharge:

* Creates and presents financial estimates, enter charges, and give financial updates to clients.
* Transfers incoming patients to appropriate wards and ensures their comfort.
* Provides education and nutritional counseling to customers as required.
* Client communication: provides clients with daily updates, communicates lab results, reviews discharge instructions, creates and reviews overestimates with clients after discharge phone calls.
* Coordinates appointments and discharges with Criticalists.

*Other duties may be assigned as required.*

**Qualifications**

The ideal candidate will have:

Education and Experience

* Completion of Veterinary Medical Assistant program is considered an asset but not required.
* Previous Doctor Assistant or related experience is preferred (preferably in an ER or Critical Care setting).

Knowledge, Skills and Abilities

* Comfortable working with all animals and with communicating with our patients’ owners.
* Exceptional customer service skills.
* Strong interpersonal, verbal, and written communication skills.
* General knowledge and understanding of the range of services the practice provides and the species it treats, as well as standard medical and business abbreviations.
* Proven active listening and problem-solving skills.
* Understands how to communicate difficult/sensitive information professionally.
* Strong time management and organizational skills including the abilities to plan, coordinate, multitask and prioritize.
* Genuine interest and initiative to help Pulse be the best practice it can be.
* Strong initiative and desire to be an integral key player in the growth and maturation of the Emergency and Critical Care teams.
* Intrinsic desire to grow personally and professionally.

**Company Benefits**

Pulse employees receive:

* Competitive compensation package
* Continuing education benefits
* Personal pet discounts
* Professional dues
* Uniform allowance
* Shift differential (where applicable)
* Paid sick days and time off
* Opportunities for growth and professional development
* Access to a diverse team with varied experience and knowledge