



# ORTHOPAEDIC ASSOCIATES

*of Wisconsin*

There is a Difference.

## **Clinical Lead – Patient Advocate**

Position Description

Full-time, Nonexempt

Reports to Clinic Manager

Direct reports include Medical Assistants

### **About Orthopaedic Associates of Wisconsin**

Orthopaedic Associates of Wisconsin has a history of excellence. Founded more than 40 years ago, OAW has grown to become Wisconsin's premier, multi-physician orthopaedic practice. OAW physicians also share their knowledge, skills, and experience with the broader medical community through teaching and publishing at the local, regional, and national levels. OAW's medical and surgical services are complemented by PA's, nurses, and other health professionals.

### **Summary of Role**

The Lead will provide full-service support to the entire clinical team. This role works as a Medical Assistant, patient advocate, trainer/mentor to new clinical employees, and overall clinic facilitator to ensure exceptional service is provided by clinic staff.

### **Key Responsibilities**

- ~50%: Provide Medical Assistant services, including assisting team members and providers wherever needed, and fill in during staff absences. Resolve interpersonal issues between team members.
- ~50%:
  - Act as a patient advocate by facilitating and resolving issues raised by patients via surveys, Social Climb reviews, calls, etc. Build trust with and respond to patients, ensuring all issues are resolved to completion.
  - Assist with onboarding, training, and providing shadowing opportunities to new clinical hires.
  - Conduct satellite clinic walk-throughs to ensure site operations are running efficiently.
  - Arrange for coverage of athletic trainers for sports events.
  - Manage ORTHO-ASAP Medical Assistant coverage and create/share calendar.
  - Review the master schedule.
- May provide support to the Clinic Manager at meetings and on projects.
- Develop effective relationships with all team members to understand and foresee priorities and urgent issues that need attention.
- Use discretion and confidentiality in all matters.
- Help to build coordination, collaboration, and consistency within the clinical team.
- Other duties as assigned; position subject to change at any time

### **Qualifications**

#### Education:

- High School diploma or equivalent and CPR training are required.

#### Certification:

- Certification/Licensure/Registration in a healthcare profession required, e.g., Medical Assistant, Athletic Trainer, Ortho Technician, Certified Nursing Assistant

#### Experience:

- 2 years of medical assisting or related experience necessary, including medical records and terminology
- Experience resolving patient and team issues including service and scheduling related



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## Knowledge/Skills/Abilities:

- Must be able to work with minimal supervision, prioritize work by order of importance, and work effectively under stress
- Must be able to take action or make sound decisions on the spot, sometimes with incomplete information
- Able and willing to step in whenever necessary to handle additional duties
- Knowledgeable of patient rights and ensures an atmosphere that allows for the privacy, dignity, and well-being of all patients in a safe, secure environment
- Extreme flexibility and the ability to multitask across many different arenas
- Ability to anticipate needs, think proactively and systemically, and to prioritize effectively
- Able to stay positive and proactive in all situations, with high initiative
- Leadership and the ability to get results through others
- Ability to problem solve through ambiguous or new situations
- Timely decision-making ability and time management ability to meet multiple and changing deadlines
- Strong organizational and follow-up skills
- Exceptional interpersonal skills to build and cultivate relationships
- Strong communication skills (written, verbal, listening, presentation)
- Strong attention to details and accuracy
- Impeccable tact, judgment, and experience vetting/verifying information
- Ability to adapt quickly to, and diffuse, problematic situations
- Able to develop creative ideas and solutions while considering best practices
- Dynamic and motivated; very professional with the ability to maintain confidentiality
- Proficient in Microsoft Office Suite; strong technology skills including EMR

## Physical Demands—

- Ability to work in a fast paced, rapidly changing environment
- Will need to stoop, bend, and at times lift up to 25 lbs., etc.
- Some local travel between sites; may need to flex hours and work evenings as needed
- Standard office/clinic environments with low noise
- Use of standard office equipment, while standing or sitting

## **Equal Employment Opportunity**

OAW provides equal employment opportunity to all applicants and employees. OAW disapproves of, and will not tolerate, unlawful discrimination against any applicant or employee because of race, color, national origin or ancestry, gender (including pregnancy, childbirth, or related medical conditions), gender identity, age, religion, disability, family care status, veteran status, marital status, sexual orientation, or any other basis protected by local, state, or federal laws.

## **Acknowledgement**

This job description describes the general nature and level of work performed by the employee assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. The employee may be required to perform other job-related duties as requested by their leader or the Board. All requirements are subject to change over time, and to possible modification to reasonably accommodate individuals with a disability. All employees are expected to be friendly, supportive, courteous, respectful, cooperative, and professional. Such behavior promotes teamwork and positive relations for all stakeholders. Employees must also adhere to OAW's conduct standards. By signing below, the employee agrees to the items listed above.

Employee's Signature:

Manager's Signature:

Human Resources Signature: