

Patient Care Technician

Position: Patient Care Technician

Optimum TMS, 500 E Main St., Suite #130, Columbus, Ohio 43215

Submit Resume to: lance@optimumtms.com

Starting Compensation: \$15 an hour + performance bonus

Are you interested in providing exceptional patient centered care, utilizing the latest state of the art technology in psychiatric therapy? Are you interested in working in a vibrant office environment? Do you want to have a lasting impact on the patients we serve on a daily basis? If so, please consider joining our growing team! We provide the required training, you provide the professionalism, enthusiasm and empathy required to make a difference in the lives of our patients each and every day!

Position Overview

The Patient Care Technician is directly responsible for providing patient centered care, utilizing the latest technology in TMS (transcranial magnetic stimulation) therapy. The Patient Care Technician must be able to be fully trained and certified to administer this outpatient therapy (training provided). The Patient Care Technician will be responsible for following strict physician guidelines and treatment protocols. The Patient Care Technician will also be responsible for assisting with scheduling, obtaining and following up on insurance pre-authorizations and patient education. Not only will the Patient Care Technician administer TMS, but the Patient Care Technician will play an integral role in our medication management program. The Patient Care Technician will assist with gathering information, charting and vitals.

Key Responsibilities

- Conduct initial consultation with patients to educate on TMS therapy.
- Directly administer and directly monitor TMS treatments as prescribed by Physician.
- Create the best patient experience possible by providing the upmost compassion and trust.
- Properly document each session using electronic medical records system.

- Maintain patient confidentiality and follow HIPPA guidelines.
- Create and maintain appropriate boundaries with patients.
- Administer psychiatric rating scales.
- Identify and respond to any issues with medical symptoms, patient comfort and coil positioning.
- Follow all office and manufacturer procedures.
- Initiate, obtain and follow up on insurance prior authorizations.
- Effectively communicate with patients and staff.
- Collect, track, and maintain patient history; record any new data.
- Take vitals, including blood pressure, heart rate, height, weight, etc.
- Administer medication, including some injections if state-certification allows; monitor medication doses and patient response.
- Answer questions about medications, reconcile medications, phone in / electronically submit medications to pharmacy as needed.
- Provide emotional support to patients and patients' families; listen to concerns and feedback.
- Take instruction from and report updates to overseeing physician.
- Report any unusual or drastic changes in patient behavior/symptoms; seek help from other clinic staff when needed.
- Ensure rooms are kept clean and sterile.
- Follow state and federal mandated standards and procedures.
- Basic administrative duties to include answering / returning phone calls, scheduling appointments and keeping waiting room clean.

Skills

- Successful completion of (provided if needed) TMS, HIPAA, CPR and AED training.
- Excellent written and verbal communication skills.
- Must be able to work well as a team.
- Highest ethical standards and professionalism.
- Detail oriented and self driven.

Physical Abilities

This job required occasional, unassisted lifting and carrying of items up to 15 pounds. Frequent bending, reaching and repetitive hand movements. Standing, walking, sitting, lifting, pushing and pulling. Frequent contact with patients, staff and the community. Fast paced office environment.

Minimum Qualifications

- Some college and/or healthcare related experience.
- Proficient in Microsoft and Apple related software.
- TMS, HIPAA, CPR and AED Certifiable.

Preferred Experience and Qualifications

- Bachelor's Degree
- CPR Certified
- Past Psychiatric Patient Care

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local law. In some cases, local laws and regulations may provide greater protections than those outlined here. Associates will be covered by the laws of their local jurisdiction.