

Open Positions:

Licensed Vocational Nurse

- Rooms patients and prepares exam room for physician.
- Obtains and records patient's vital signs and weight.
- Assists physician with patient examination as needed.
- Provides pre-operative patient counseling.
- Schedules surgeries and patient diagnostic testing.
- Reviews physician's orders, lab requests, or follow-up needs with patient.
- Documents services performed for billing purposes.
- Posts and reconciles all surgery and consult charges then forwards to the central business office.
- Administers specified medication, orally or by subcutaneous or intramuscular injection, and notes time and amount on patients' charts.
- Cleans and sterilizes instruments and exam rooms.
- Maintains supplies, including stocking and ordering new supplies and disposing of expired or damaged supplies.
- Triage phone calls.
- Responds to patient telephone inquiries by evaluating and responding to the patient's problems and questions.
- Completes post-op phone calls within 24 hours of procedures.
- Follows up with patients who no show for appointments.
- Calls in prescription refills.
- Follows up with patients on lab results, including the scheduling of any additional tests.
- Maintains physician's schedule on calendar.
- Assists in all areas of clinical nursing when necessary.
- Current licensure in Texas as a registered nurse or Licensed Vocational Nurse
- One year related experience and/or training or equivalent combination of education and experience.
- One year of facial plastics experience preferred.
- ENT experience preferred.

Allergy Shot Medical Assistant

- Escort patients back to the shot room.
- Obtains patient history.
- Confirm patient's identity by comparing the patient's allergy identification fast pass card, full name, DOB and patient ID number to the vial(s).
- Confirm allergy vial(s) with patients.
- Obtains vital signs. (B/P, Pulse, Temperature, and Peak flow).
- Performs subcutaneous and intradermal injections.
- Obtains measurement of intradermal wheal.
- Enters immunization information and documents in Allergy Edge.
- Place orders for new allergy vials and supplies.
- Checks new allergy vials in Allergy Edge upon their arrival.
- Provides counseling to non-compliant injection patients.

- Checks vial(s) expiration dates.
- Performs injection site checks and records results in Allergy Edge.
- Discards expired vials and dispose of them in the pharmaceutical biohazard waste box.
- Creates telephone encounters.
- Performs vial safety tests.
- Review consent forms and obtains signatures when needed.
- Provides patient teaching regarding allergy injections expectations and reactions
- ePrescribes prescriptions to patient's pharmacy for preferred Epinephrine device and antihistamine as per protocol.
- Shows videos on use of Epinephrine devices.
- Gives appropriate instruction, dosing schedules and informational handouts to patients.
- Instructs patients how to use sublingual metered dose pump.
- Has knowledge of protocol for action required in the event of a systemic or anaphylactic reaction.
- Upholds the code of conduct and compliance policies.
- Performs other duties as assigned.
- Education and/or Experience – Medical Assistant Diploma; CPR license

Allergy Testing Nurse

- Performs Allergy Skin Testing, Vial Safety Tests, Allergy Injections and Pulmonary Lung Function Testing (PFT)
- Provides Direct Patient Care.
- Reviews Allergy Testing Results with the patient
- Calculates Allergy Doses
- Responds to an Allergic Reaction and provides Anaphylaxis Treatment
- Responds promptly and effectively to patients
- Provides clear patient education and instructions
- Reviews the Allergy Lab Orders and Telephone Encounters
- Confirms Allergy Appointments
- Reviews all medications and medical histories on patients prior to appointments
- Researches unknown medications
- Schedules appointments for allergy testing and vial safety tests
- Assists in all areas of clinical nursing when necessary
- Upholds the code of conduct and compliance policies.
- Performs other duties as assigned.
- Education and/or Experience – Nursing license and six months related experience and/or training; or equivalent combination of education and experience. Compounding or allergy antigen mixing experience is preferred.

Certified Medical Assistant

- Rooms patients.
- Prepares instruments for physician.
- Cleans exam rooms at the beginning, noontime and end of each day.

- Assists physician in patient exams and procedures, including vital signs, tympanograms, injections, and sterile technique following on-site training.
- Cleans and sterilizes instruments at day's end.
- Stocks exam rooms on a weekly basis.
- Returns phone messages with pertinent information.
- Obtains Information for physician or nurse review.
- Schedules routine lab and radiology procedures
- Makes routine phone calls for obtaining patient records from lab or another physician's office.
- Writes prescription and Rx refill when directly supervised by the physician, after on site training.
- Travels between office locations as needed or assigned.
- Performs front desk duties as requested by the nurse coordinator.
- Upholds the code of conduct and compliance policies.
- Performs other duties as assigned.
- Must be a Certified Medical Assistant (or willing to become within 120 days).
- Qualified candidates must have at least two years of demonstrated medical office experience.
- Surgical specialty and previous ENT experience are preferred.

Patient Insurance Representative

- Reviews medical policies to ensure documentation guidelines are met
- Obtains and documents verification of patient benefits to include network participation status, patient out-of-pocket expenses, exclusions, and lifetime max
- Obtains pre-authorizations timely and documents reference/authorization numbers
- Provides financial counseling to patients to include cost estimates, payment terms, collection of payment, and any barriers related to financial clearance
- Works collaboratively with providers, clinic staff, and the CBO team to ensure all financial clearance requirements are met
- Responsible for escalating financial clearance issues to the Supervisor for timely resolution
- Accurately documents all communication
- Conducts all activities in alignment with TENTS core values
- Completes all extra projects as assigned
- High school diploma or equivalent required
- Three years of experience in healthcare, insurance, or related field preferred.
- Experience with computer-based software (eClinicalWorks experience preferred in addition to Microsoft Word and Excel)
- Ability to type 35 words per minute

Front Office Representative

- Greets all patients and visitors promptly and professionally.
- Answers incoming telephone calls.
- Schedules appointments and enters appointment date and time.
- Enters new patient demographic and insurance information.

- Verifies and updates the above information for existing patients.
- Obtains referrals as needed.
- Maintain patient flow by timely alerting nursing staff to patient arrivals.
- Reviews patient charges in ECW and calculates patient balances.
- Accepts payment, makes change, and issues receipts to patients.
- Records amounts received and prepares reports of transactions.
- Updates the billing system to include details on the services provided or procedures performed on the patient.
- Schedules follow-up appointments and enters patient reminders at time of patient check out.
- Balances all daily in-office patient charges and receipts
- Completes and updates all daily work associated with the above
- Completes, assembles and forwards to CBO daily batch sheets.
- Prepares deposits daily.
- Balances cash drawer, credit card machine and petty cash.
- Uphold the code of conduct and compliance policies.
- Other duties as requested by the Front Office Supervisor and Operations Manager.
- High School diploma or GED
- One year medical front office experience
- Types 35 WPM
- eCW experience preferred