

Job Title:	Audiologist – Clinical/Dispensing		
Reports to (Title):	Regional Manager	Department:	Operations
Last Updated:	June 2020		

Key Responsibilities:

- Determines type and degree of hearing impairment and implements habilitation and rehabilitation services for patients by performing the following duties:
- Administers and interprets variety of diagnostics Audiological tests such as air and bone conduction audiometry, speech audiometry, immittance testing and otoscopy to determine type and degree of hearing impairment, effects on comprehension, communication and speech in addition to providing appropriate referral recommendations.
- Audiological assessments may be conducted for various populations including geriatric, adult, pediatric and infant populations using the appropriate clinical equipment
- Interpret test results to determine communication problems and provide the most appropriate recommendations
- Provide appropriate counseling and patient-centered care to address audiological habilitation or rehabilitation needs
- To prescribe, select, fit and verify appropriate amplification including appropriate recommendations for communication strategies, and solutions
- Provide a high standard of patient care by demonstrating a proactive approach to patient care from the first encounter to all future hearing needs
- Maintain an expertise in the recommending, fitting and troubleshooting of current hearing aid technology
- Provide patient care in accordance with applicable provincial statutes as well as Helix Practice Guidelines
- Comply with CASLPO, and Helix guidelines for medical clearance and consultation
- Recognize audiological equipment needs and follow Helix guidelines for appropriate repair and annual calibration
- To follow both Operational and Clinical Protocol guidelines as set forth by Helix and follow the company's work and safety procedures and policies
- To achieve and maintain levels of professional statistics that are indicative of a high standard of patient care
- To work with the front office staff with both walk-in patients and incoming phone calls:
- Ensuring that patients followed-up is completed to ensure future hearing care needs are addressed and company efficiency is maximized
- Networking within the medical and patient community
- May conduct advanced diagnostic testing such as Auditory Brainstem Response testing, Otoacoustic Emissions testing, Electronystagmography
- Follow established marketing tools to enhance our business opportunities and provide the avenues to create new ones (i.e. Patient referral program)
- To work within a team environment with other members of the center staff in all goals (which may include customer service measures, credit return rates, etc.) established by Regional and Main office management
- Attend scheduled meetings
- Other duties as assigned

Quality Assurance Plan:

- As healthcare providers, we have the professional and ethical responsibility to provide high standards of patient care. Towards that end, Helix operates under a continuous Quality Assurance Plan.
- As an audiologist, you are obligated to comply with the various components for this program, including:
 - Practice Guidelines that establish testing procedures, interpretation standards, referral protocols and hearing aid selection, verification, and fitting procedures;
 - Patient's Bill of Rights that outline the expectations of hearing care provider and patient when services are performed
 - Professional Code of Ethics that describes the expected work and professional habits of hearing care providers;

- Medical Reporting System whereby the quality of testing skills and appropriateness of applied knowledge is evaluated relative to completeness, timeliness and accuracy;
- Quality Intervention Program that provides individual training on issues that are indicated by the Medical Reporting System;
- Infection Control Program to reduce the risk of contamination by pathogenic germs;
- Patient Opinion Surveys that are designed to monitor patient opinion on customer service and hearing aid satisfaction;
- Center Assessments that assess management and organizational skills;
- Medical Record Reviews that comprehensively assess your ability to manage patient care relative to hearing loss and compliance on issues set forth in the Practice Guidelines or Operations Manual;
- Patient Inquiry Program whereby all inquiries and complaints are fully investigated in the effort to obtain a satisfactory solution;
- On-going Quality Management Activities that are designed to monitor established standards of care and provide the information that is necessary to maintain an effective Quality Assurance Program
- The QA Plan is a valuable component of our managed care relationship. Your cooperation in assuring its success is critical.
- By signing your offer of employment, you have agreed to participation in the Helix Quality Assurance Plan.

Education, Licenses, Certifications:

- Minimum education is a master's degree in Audiology or equivalent. Where applicable, registration with regulatory college (e.g. CASLPO registration in British Columbia) or provincially recognized licensing body in other jurisdictions is required.
- At least one year of diagnostic/dispensing experience (not applicable for initial practice registrants).
- Current knowledge of hearing health care products and services is an asset.
- Where applicable, current registration in good standing with regulatory college (e.g. CASLPO registration in British Columbia) or provincially recognized licensing body in other jurisdictions is required.

Knowledge/Skills/Travel:

- Excellent oral and written communication skills, ability to establish and maintain a professional rapport with patients and co-workers. Bilingual language skills are an asset.
- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.
- The requirements listed below are representative of the knowledge, skill and/or ability required.
 - Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function
 - While performing the duties of this job, the employee is regularly using their hands to finger, handle, or feel and talk or hear.
 - The employee frequently is required to sit and reach with hands and arms. The employee is occasionally required to stand and walk.
 - The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.