

Physical Therapy Solutions

Job Description

JOB TITLE: Physical Therapy Summer Student Intern

General Summary of Duties: Works under the guidance and supervision of the therapist. Responsible for assisting therapists with specific physical therapy programs for patients designed by the therapist. Performs related clerical duties. Cleans department equipment and performs a variety of duties to maintain the clinical areas in an orderly and sanitary condition. Responsible for handling incoming telephone calls to the clinic. Acts as a telephone liaison between the public and clinic staff. Responsible for computer registration of patient demographics and insurance information. Responsible for the correct completion of medical records and medical records materials by the patient. Responsible for receiving orders from physicians' offices and other external agencies and scheduling of patient appointments in an efficient and timely manner. Responsible for greeting, instructing, and directing patients and visitors. Considered a **key** public relation position between the public, patients, and the clinic staff. Creating a research program design, implementation, and data analysis concerning a health/fitness topic. Researching a physical therapy topic and writing an article about it,

Lines of Supervision: Reports directly to the Physical Therapist/Clinic Director in regard to duties, scheduling, downtime activities, sickness, and performance evaluations. Authority boundaries are within the limits of the job description.

Typical Physical Demands: Work may require prolonged standing and walking. It also may require lifting, bending, stooping, stretching, pushing, and pulling. Requires eye-hand coordination and manual dexterity sufficient to operate a computer keyboard accurately and type at 40 wpm, to write legibly, and to operate a calculator, telephone, fax, copier, and such other office equipment as necessary. Must have adequate vision correctable to 20/20 to carry out treatments and procedures, record procedures on appropriate forms/reports, and to prepare and communicate appropriate medical record forms and other reports. Must have adequate hearing and speaking abilities to interact appropriately with clinic staff, patients, and public. Must have a well-groomed appearance and courteous manner. Requires ability to operate physical therapy equipment and apply treatment modalities appropriately. Requires ability to effectively handle multiple patients which can be stressful.

Typical Working Conditions: Work is performed in a fast-paced office environment. Involves frequent contact with clinic staff, patients and the public. Work may be stressful at times. Interaction with others may be frequently constant and interruptive.

Work is performed inside a clean, ventilated, lighted, temperature-controlled clinic environment. Exposure to disease, blood, and potentially infectious materials common in a clinical environment. Involves frequent contact with patients, clinic staff, and the public.

Principal Duties:

- Assists the Physical Therapist/Medical Records Clerk in scheduling and receiving of patient appointments and routing of medical records
- Monitors patient flow in the treatment rooms to ensure that all patient are receiving treatments as close to scheduled treatment times as possible
- Oversees waiting area, coordinates patient movement, reports problems or irregularities
- Prepares patients for physical therapy treatment programs as directed by the therapist
- Confers with the therapist on patient privacy and comfort needs and other care issues
- Under the supervision of the therapist administers physical therapy modalities to patients with appropriate musculoskeletal conditions using such physical measures as heat packs, cold packs, high

voltage electrical stimulation, transcutaneous electrical nerve stimulation, contrast baths, hydrotherapy, ultrasound/phonophoresis, traction, MIRE, and iontophoresis

- Follows safety standards in operating physical therapy equipment
- Provides protection for the patient and self in accordance with safety standards
- Performs daily routine inspection of physical therapy equipment to ensure that equipment is in good working order and reports equipment malfunctions to Clinic Director
- Performs routine daily cleaning, disinfecting, and general maintenance of patient care equipment and supplies
- Performs routine monthly cleaning and disinfecting of patient care equipment and storage areas
- Responsible for handling of soiled department linen and distributing fresh linen
- Maintains work area and treatment rooms in a neat and orderly manner
- Maintains storage areas of clinical supplies in a neat and orderly manner
- Performs environmental services including, but not limited to vacuuming, mopping, dusting, dish washing, and cleaning the restroom
- Answers incoming calls, screens calls, routes calls to appropriate clinic staff, takes messages, and provides general clinic information
- Greets patients and visitors in a prompt, courteous, and helpful manner
- Maintains and updates current information on appointment schedule
- Books, coordinates, and reschedules patient's appointments
- Relays necessary information to clinic staff related to rescheduled, canceled, and no-show appointments
- Checks in patients, registers and/or verifies necessary patient demographics and insurance information in the computer files and the medical record
- Answers questions regarding patient scheduling/insurance information
- Obtains from patient or physician's office a physician order for physical therapy services as needed
- Clean loaner equipment and prepare for shelf
- Design, implement, and analyze a health/fitness-related research program
- Research a physical therapy topic and write an article concerning this topic
- Maintains clinic and patient information in a confidential manner
- Maintains clinic policies, procedures, quality assurance program, safety, environmental and infection control programs
- Attends required meetings and participates in committees as requested by Clinic Director
- Performs other related work duties which may be inclusive but not listed in the position description

Performance Requirements: Ability to read, understand, and follow written and verbal instructions, directives, standardized procedures and protocols. Knowledge of how to appropriately use and maintain physical therapy equipment. Knowledge of safety requirements and patient safety instructions. Ability to recognize and correct potentially hazardous conditions. Ability to communicate clearly and concisely. Knowledge of grammar, spelling, and punctuation to record accurate information. Ability to sort and file materials correctly by alphabetic, chronological, or categorical systems. Ability to recognize, evaluate, solve problems, and correct errors. Ability to work independently and as a team member. Ability to prioritize and complete work assignments. Demonstrates customer service values and professional conduct. Maintains a well-groomed appearance and courteous manner. Knowledge of the organization's policies, procedures, administrative scale, communication procedures, and organizational board. Ability to gather data, recognize statistical trends, and evaluate results. Ability to establish and maintain effective working relationships with patients, medical staff, the organization's staff, and the public.

Personal cell phone use is unacceptable behavior at this clinic. If you need to make/receive a call arrange this through your supervising therapist.

Education: Undergraduate college student intending to pursue a Doctorate in Physical Therapy

Experience: Minimum of 15 hours physical therapy observation.
Knowledge of anatomy and physiology is desirable.
Word processing, spreadsheets, and computer experience.

Certificate/Licensure: None

Disclaimers: Students in this job class will be expected to perform other job-related duties when it can be reasonably implied that such duties do not fundamentally change the basic requirements, purpose, or intent of the position.

This internship is available yearly, but accepted applicants cannot reapply.

Date Revised: January 1, 2022

Student signature asserts that student has read, understands, and can fulfill job requirements as outlined in job description.

Student _____ **Date** _____

Director _____ **Date** _____

Goals and Objectives

- 1.) Student will change linen on tables and perform laundry duties of washing, drying and folding linen. As well as placing linen in appropriate areas. (time frame 1 week)
- 2.) Develop a research project with your supervising physical therapist to be completed by the end of the 10 week internship. (1 week)
- 3.) Student will review proper telephone and scheduling procedures with receptionist. (2 weeks)
- 4.) Student will meet with Physical Therapist and have one hour to review the application of modalities. Such physical measures as heat packs, cold packs, high voltage electrical stimulation, transcutaneous electrical nerve stimulation, contrast baths, hydrotherapy, ultrasound/phonophoresis, traction, MIRE, and iontophoresis. We will also review indications, contraindications, and the science behind the use of the modalities. (2 weeks)
- 5.) Student will be competent in the use of most modalities. (4 weeks)
- 6.) Student will be competent and proficient with his/her job duties as outlined in their job description and PTS policy/ procedure handbook. (6-8 weeks)
- 7.) Performance appraisals will be given at mid-summer and the end of the summer.