

## **POSITION SUMMARY:**

The Allergy Coach facilitates all areas of allergy to include testing, treatment, training, and counseling. Ensure open communication with Director and Team Leader.

## **RESPONSIBILITIES:**

1. Maintain patient files in HIPPA compliant manner.
2. Medical record documentation and scanning.
3. Mix and remix testing/treatment boards as required.
4. Perform pre-testing instructions and counseling.
5. Perform allergy testing to include: Skin prick testing, and intradermal dilution testing.
6. Formulate and mix appropriate immunotherapy treatment vials for patients.
7. Administer injections to patients on a scheduled basis.
8. Have a solid understanding and exhibit proficiency, in a sterile technique.
9. Have a solid understanding of dosage calculations and adjustments.
10. Perform pulmonary function testing and Broncho dilator treatment.
11. Assure efficient scheduling of allergy patients.
12. Perform counseling for patients beginning immunotherapy and transitioning to out-patient.
13. Contact patients by telephone, e-mail or letter when non-compliant with injections or follow-up visits.
14. Act as liaison with other staff members and allergy department.
15. Recognizes and responds to emergency situations as appropriate.
16. Assist team leader in training new employees.
17. Travel to fill in as needed to satellite locations in Hickory or Morganton.
18. Other duties as assigned.

## **KNOWLEDGE, SKILLS, ABILITIES:**

- Proficient skills in computer programs.
- Skills in using a calculator.
- Prioritize multiple tasks at one time.
- Communicate well with both patients and coworkers.
- Read, write and organize well.
- Be detailed oriented.
- Ability to think creatively/problem solve.
- Be responsible and compassionate.

## **PHYSICAL ENVIRONMENT/REQUIREMENTS:**

- Normal work hours are 8 AM to 5 PM Monday through Friday and Saturday's 9:00 AM to 12 PM; Saturday schedule is completed for the year, however, schedule modifications could occur.
- Some incidences of work beyond the normal business hours should be expected based on patient demand.
- Some incidences of work at other locations if needed.
- Professional medical office setting without significant variation in temperature or lighting.

- Frequent exposure to communicable diseases, toxic substances, medical preparations, and other conditions common to a clinic environment.
- Performance of basic physical functions of finger dexterity, grasping, clearly understood speaking, hearing, sight (far and near to include data, figures, and computer equipment), and repetitive motion.
- Routine intermittent standing, sitting, kneeling, bending, and reaching.
- Must be able to perform heavy work exerting in excess of 100 pounds of force occasionally, and in to exert up fifty pounds of force frequently, primarily in assisting the movement of patients; must be able to exert up to ten pounds of force constantly to lift or move objects.
- Must be able to accurately view data, figures and computer equipment.

**EDUCATION/EXPERIENCE:**

- High School Diploma/GED.
- Medical Assistant/CNA experience (preferred) but will train the right candidate.
- 6 months in a medical or clinical setting work with patients and Physicians preferred.