



A DIVISION OF OrthoLoneStar

## Job Description

Job Title: <b>DME Technician</b> (rev 02/17)	Reports To: <b>Office Manager</b>
Department: <b>Administration</b>	FLSA Status <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt

**Job Summary:** Under general supervision, the Durable Medical Equipment (DME) Technician assists physicians with care and treatment to orthopedic patients prescribed a DME product. The position properly fits and applies braces, crutches, and other orthopedic soft goods. The position maintains/oversees clean and well-stocked DME inventory areas. Position may assist in obtaining pre-certification and authorization of products.

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**Essential Duties and Responsibilities:** The essential duties of the position include the following. Other duties may be assigned.

Key Functions:

- Patient Care and Counseling: Provide education to patients on the application, use, care and expected outcome for products as indicated by the physician instructions and manufacturer recommendations.
- Perform patient scheduling for custom products, education, order processing, delivery and call backs.
- Ensure that all necessary documentation is obtained as it relates to payer requirements, standard operating procedures and compliance guidelines. Follow procedures to minimize insurance denials and maximize revenues (pre-authorization for designated items and all Work Comp, PRP for patient's responsibility).
- Printing Centricity Reports and comparing to OrthoTexas Reports/inventory
- Provides excellent customer service to patients by listening and appropriately serving patients.
- Contributes to an overall positive work atmosphere through actions and attitude.
- Relays relevant information to the appropriate internal staff.
- Assists physician/physician assistant with documenting and insuring that all services ordered are coded in the E.H.R. and/or on patient superbill.
- Participates in office meetings and educational activities.
- Maintains work area in neat and orderly manner.
- Complies with HIPAA procedures.
- Other duties as assigned.

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**Supervisory Responsibilities:** None.

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**Qualifications:** 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 functions.

**Education/Experience:** High School Diploma, general education degree (GED), or certification from college or technical school or three to six months related experience and/or training or equivalent combination of education and experience.

**Language Ability:** Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

**Math Ability:** Ability to add, subtract, multiple and divide on all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent and to draw and interpret insurance co-pays and deductibles.

**Reasoning Ability:** Ability to apply commons sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills:** Ability to type 45 WPM, basic proficiency in Microsoft Outlook/Office, and experience using or ability to learn and comprehend computer programs.

**Certificates and Licenses:** May have certificate from Medical Assisting program.

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**Work Environment:** Position works in a climate-controlled office environment with little or no potential interference from elements or sound.

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**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position typically works 8 hours per day. Over 2/3 of time will be spent standing. 1/3 or more of time worked will be sitting, using hands and fingers to type or handle paper. The position requires the ability to reach with hands or arms. Occasionally, the position will be required to stoop, kneel, crouch, crawl and assist with the transfer of patients weighing 200 pounds To successfully perform the duties of the job, the ability to talk and hear is required. Must have visual ability to draw injections and view computer monitor.

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Employee Printed Name

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Employee Signature

Date