

## EXAM ROOM ATTENDANT (ERA)

An Exam Room Attendant (ERA) is integral to the team as they deal directly with the client and patient. An ERA assists the veterinarian with patient care by collecting all necessary information during the appointment, pet-handling, collecting samples and running diagnostics, as well as ensuring patient follow-up.

## RESPONSIBILITIES / WHAT YOU WILL DO

The Exam Room Attendant (ERA) will be responsible for the following:

- Establish rapport with the client and patient during the appointment
- Review and collect patient history and all other necessary information as well as document and transcribe appointment notes
- Perform some clerical duties for the veterinarian such as entering charges, call backs, creating estimates, filling out forms, completing referrals, email and phone correspondence with clients, and scanning patient documents
- Administer and dispense medications and treatments as prescribed by the veterinarian
- Client education - providing information on patient home care
- Assist with pet-handling, as well as preparing instruments and equipment needed for appointments
- Perform and record TPR (temperature, pulse and respiratory rate) on patients
- Collect samples and perform diagnostic tests
- Observe and report on the behavior and condition of animals in clinic

## QUALIFICATIONS/ WHAT YOU WILL BRING

A successful Exam Room Attendant will have the following qualities:

- An enthusiastic personality and excellent interpersonal skills
- Strong professionalism and have excellent verbal and written communication
- Problem solving skills
- Strong time management and organizational skills
- Ability to multitask and be adaptable

## AT ERINDALE ANIMAL HOSPITAL

### OUR VISION

Our vision is to be a recognized and trusted leader in relationship-centered pet health care dedicated to the health of pets, their families and the environment.

### OUR MISSION

Our mission is to compassionately deliver exceptional veterinary service and care; to help our clients achieve their pet's health goals through a collaborative, educational approach; to provide our staff professional growth, job satisfaction, balance, and recognition in a congenial, enjoyable, cooperative atmosphere of open, honest communication

### OUR VALUES

Trust, Quality, Accountability, Adaptability, Credibility, Ethics, Pride, Passion, Teamwork, Dedication, Mentorship

## HOW TO APPLY

Please send your resume to [eahemployment@gmail.com](mailto:eahemployment@gmail.com) with the subject: Erindale Animal Hospital - Exam Room Attendant. Only suitable applicants will be sent a formal application form. Thank you for your interest in Erindale Animal Hospital.