

Review Information

Review Plan Name	Review Period	Enrollment Date	Review Due Date	Rating Scale
2024 Annual Performance Reviews	01/01/2024 - 12/31/2024	02/24/2025	03/05/2025	Annual Review Rating Scale

Employee Information

Employee Name	Position Title	Department
ACOSTA, NOAH (5998)	Medical Assistant	General Dermatology
Hire Date	DOL Status	Supervisor
03/18/2024 1 Year 2 Months	Full Time	Brown, Kathy (kbrown)

Rating Scale

1.00 - 1.99 1.00	2.00 - 2.99 2.00	3.00 - 3.99 3.00
Needs Improvement Consistently falls short of performance standards. Needs to show immediate performance improvement.	Below Expectations Sometimes meets the performance standards. Seldom exceeds and often falls short of desired results. Performance has declined significantly, or employee has not sustained adequate improvement, as required, since the performance review or PIP.	Meets Expectations Meets all relevant performance standards. Performs the job at the level determined acceptable for position. May occasionally exceed expectations.
4.00 - 4.99 4.00	5.00 - 5.00 5.00 Exceptional	
Exceeds Expectations Consistently meets and sometimes exceeds all relevant performance standards. Shows initiative and versatility, works collaboratively, has strong technical and interpersonal skills or has achieved	Consistently meets and often exceeds all relevant performance standards. Provides leadership, fosters teamwork, highly productive, innovative, responsive and generates top quality work.	

significant improvement in these areas,

Competencies (1)

Weight 100.00%

Annual Review - Medical Assistant

Weight 100.00%

MA: Workflow Efficiency

Weight 12.50%

Ensures timely patients flow by managing personal and provider time effectively. Understands and prioritizes the urgency of staying on schedule.

Supervisor Rating

4.50

Supervisor Comments

Brown, Kathy 03/13/2025

Noah does an excellent job keeping the Dr's on time and managing his personal and professional schedule.

Employee Rating

4.80

Employee Comments

ACOSTA, NOAH 02/28/2025 Edited

Patients who are present always take priority. When I first got hired, I remember Kathy, my manager, stating that "we work fast." I took that expression to heart and move quickly, but efficiently. I never try to be short with a patient, giving each and every one my undivided attention. But I know what questions to ask, what Dr. Jordan expects, thus leading to my quick, accurate, and personable manner. If Dr. Jordan is seeing a patient, and I have already roomed one, I typically go ahead a room another to keep the flow going.

One thing that is very remarkable that I do while I am waiting on Dr. Jordan is prep the charts of the patients in the waiting room. I do this on my iPad, not even needing to move from my spot. By prepping charts, the other MAs can grab and go, leading to a faster workflow. I believe that we must have respect for patient's time, thus I always do my best to keep Dr. Jordan on time. In the events that we do run behind, I always keep my patients informed and check on how they are

doing while they are waiting in the room for Dr. Jordan, being very sincere and apologizing for the delay.

One thing I can work on, thus prohibiting me from reaching a 5/5 is I can be very detailed with my patients. Some patients we encounter have many questions, and I believe they should leave the clinic having all of their questions answered and a clear set of instructions. I like to write treatment regimens down for my patients so they can take it home with them and remember all we said. Doing this extra step can slow me down sometimes, but I believe it is necessary since the patient leaves happy, and it also decreases the number of phone calls we receive since the patients will not need to call with questions since they have all the answers.

MA: Patient Interaction & Documentation

Weight 12.50%

Exhibits professional and courteous phone etiquette. Accurate documents patient communication, ensuring all tasks and updates are appropriately logged and completed by end of day.

Supervisor Rating

4.40

Supervisor Comments

Brown, Kathy 03/13/2025

Noah has exceptional phone etiquette and keeps excellent patient documentation

Employee Rating

4.80

Employee Comments

ACOSTA, NOAH 02/28/2025

Patient interaction and documentation I believe is the MOST important part of this job. How you interact with a patient can leave a lasting impact on them. It can also determine if they will be returning patients and a pleasant interaction establishes trust between the patient and the employee. I stand by the motto 'Treat people how you would want to be treated' thus I do my absolute best to make sure each patient I interact with know that they are heard, they are cared for, and they mean something to me.

In terms of documentation, my notes both while scribing and doing tasks/calls are very detailed and clear. I do this for a number of reasons. One reason being that I want the patient, or anyone who looks at my notes, to understand what was discussed and be able to reflect back to it if needed. Another reason being that there is NO ambiguity. One difficult thing in medicine is ambiguity. Did this really happen? Was this said? What happened? What does this mean? These are questions I try my best to make sure they are never asked. Documentation is also very important for legal purposes as well. Keeping track of everything that was discussed can aid in the event we are audited.

As for tasks, it is the first thing I do or look at if I am not actively with a patient. I am constantly refreshing my screen to see if a new task has been assigned to me or if there are any updates on tasks that I have previously worked on. My documentation in tasks is detailed and to the point. Often times (especially with biologic PAP) I bullet point step by step what needs to be done. I docked myself from a perfect 5 because I will admit that on some tasks my documentation can be very relaxed. Especially on tasks where I am constantly going back and forth with pharmacies or insurances, sometimes my tone in my documentation can read frustration. This is something I need to work on. Tasks are an amazing thing that I believe have helped DSA Derm be more patient focused and organized.

MA: Procedural Knowledge & Support

Weight 12.50%

Confidently assists with procedures, including injections and tray setup. Demonstrates proficiency in obtaining consents, photos and explaining treatment plans to patients.

Supervisor Rating

4.50

Supervisor Comments

Brown, Kathy 03/13/2025

Noah has proficiency obtaining consents and photo's. He is very detailed orientated when explaining treatments plans and further patient treatments that are required. He goes the extra mile.

Employee Rating

4.00

ACOSTA, NOAH 02/28/2025 Edited

Kathy has told me multiple times I am Dr. Jordan's "go to guy" or his right hand. Kathy has even praised me in being her number 1 MA in terms of proficiency. I can confidently say I assist Dr. Jordan in most of his surgeries. It has become second nature to jump in when he needs me, not asking questions just doing what he needs to do for the patient. I always set up for his surgeries, about 98% of the time and I have even fine tuned his set up to his liking. I observe Dr. Jordan's expressions and movement and can tell when he needs something, sometimes before he even knows it. By studying his expressions, I come up with ideas that would make things easier for him. For example, when I first learned how to set up for his surgery I was taught to use the foam hibiclens onto gauze so he can sterilize the patient. But after studying how Dr. Jordan sterilizes both at DSA and at Garner, I asked him if he prefers the foam hibiclens or the liquid hibiclens that we use at Garner. Dr. Jordan admitted that liquid hibiclens onto gauze sterilizes patients better since he can get more surface area and the hibiclens does not evaporate as the foam one does. After learning this, I switched to liquid and he seemed to appreciate the insight.

Our MAYO trays are clean, but look unkept, thus we keep them covered for patient satisfaction. When we first began covering them we were using absorbent doggie pads. And while it worked, I felt like it was not the best visually. Thus I found some OR towels that we no longer use and rather than throw them away, I repurposed them to the mayo trays as a cover. Since then, the trays are more visually appealing.

As stated prior, I am very detailed with my patients. Every surgery and every botox/dysport injection that we do I verbally read to them the consent form they are signing. Many MAs will just tell them to sign, but not give them the opportunity to read what they are signing, so I read it for them and verbally get their consent before they sign. Here is what I say, word for word, and can be verified by my coworker KJ Tole, "With any procedure there are some slight risks involved. Most common risks include: bleeding, scarring, infection, and/or recurrence. We use a sterile technique and very good care, but these risks are always a possibility. Knowing these risks, do you consent to having this procedure done?" Once the patient verbally confirms 'Yes', then I have them sign, and I offer them a copy.

The reason I docked myself to 4, is I can sometimes forget to take photos the doctor requests. I believe I have a 99% accuracy in terms of biopsy photos. But sometimes, Dr. Jordan or Dr. Achtman will request I take a photo of the place we examined to recheck for next visit and I sometimes forget since I am focused on making sure the patient is fully aware of the treatment plan. This is something I am working on. I will say my accuracy in taking 'on the spot' photos that are requested is about 70%. But I reiterate that the most important photos to take such as biopsy, nevi, surgery pre op, suture removals, are done 99% of the time.

MA: Technical Proficiency & Compliance

Weight 12.50%

Accurately documents prescriptions, scribing notes, and patient charts. Adheres to compliance protocols for syringes, injectables, and biologics. Ensures adherence to clinic and safety standards.

Supervisor Rating

4.50

Supervisor Comments

Brown, Kathy 03/13/2025

Noah always adheres to compliance protocols and always lets manager know if there is anything expired or out of date sample . He ensures all patients are safe in the office environment

Employee Rating

4.90

Employee Comments

ACOSTA, NOAH 02/28/2025

This is a trait I believe has aided DSA tremendously. Scribing has always been a strength of mine due to my previous training before I joined PDP. One of the first things I noticed was that we could be more detailed in our notes, specifically when we are charting for biologics. I brought this to the attention of my manager Kathy, and since then we have held monthly MA meetings where we discuss what can be improved. I advised my fellow MAs the importance of documenting extensively so that there is not a delay in prior authorization approval. BSA, ITCH, and SEVERITY were also missing from many charts before I started at DSA. Now, almost every chart is done correctly. Dr. Jordan has complemented me many times and has appreciated my extra set of eyes as I will often correct my fellow MA's errors in documenting and/or bring it to his attention to fix before signing the note. Doing this minimizes the amount of amendments that is done on patient notes. It was also my idea to advise my fellow MAs to always put the number of grams to be applied on every prescription topical. Walmart Pharmacy has kicked back our prescriptions because they are needing number of grams for insurance purposes. So, by defaulting to 0.5g and scribing that on the Rx the FIRST time it is sent, allows the patient to get their cream in a timely manner and avoids kick back from the pharmacy and thus decreasing the number of faxes and phone calls we get.

For syringes, injections and biologics I strictly adhere to protocols and safety standards. I often times will be the first MA to bring it to Kathy's attention when something is expired or going to expire so we can order new ones. In terms of documenting, I will say about 92% of my notes that I scribe on have Lot number and expiration date noted. I will admit sometimes it can get very busy and I neglect it, thus the reason I am not a perfect 5.

MA: Laboratory & Pathology Management

Weight 12.50%

Efficiently collects, processes, and labels laboratory specimens. Understands insurance guidelines for labs and ensures proper routing in EMA. Maintains knowledge of and updates the pathology log accurately per office protocol if indicated.

Supervisor Rating

4.50

Supervisor Comments

Brown, Kathy 03/13/2025

Noah lab book is always at 100% Excellent job

Employee Rating

3.50

Employee Comments

ACOSTA, NOAH 02/28/2025

Every time I do a biopsy, the first thing I do when I am complete is LABEL MY BOTTLE AND STORE IT! This is such a crucial thing, since mixing up bottles or losing them is a very bad situation for both the clinic and the patient. This causes a break in trust if we have to have the patient do another biopsy due to an error. Thus, I always efficiently collect, process, and label my specimens. I also try and double check that every single specimen goes to DAD path, and if it is not routed, I fix it. In terms of insurance guidelines, I am proficient in understanding what needs to be on the lab requisition to get insurance to pay for the claim. When you order labs for a medication such as Accutane, you must order the labs under the Acne diagnosis and have High Risk Medication Monitoring as a ASSOCIATED diagnosis. Doing this allows for BOTH diagnosis codes to appear on the lab req, thus leading to insurance payment. I have trained some of my fellow MAs to do this and we have seen less kick back from Quest/LabCorp asking for more diagnosis codes.

I did dock myself lower because I do not work on the pathology log as much as my fellow MA Tonya since we delegated that task to her. So I cannot say I am a 5 in this manner.

MA: Adaptability & Cross-Training

Weight 12.50%

Effectively adapts to working with various providers. Embraces delegated assignments and cross-training opportunities to enhance versatility in the clinic. Knows when to jump in and support other teams when they may be behind in the office. Will volunteer or work at other locations when Practice Manager asks for support.

Supervisor Rating

4.50

Supervisor Comments

Brown, Kathy 03/13/2025

Noah embraces new delegated assignments and takes on new responsibilities without hesitation. He knows when to jump in and help other providers and teammates when he see's they are getting behind.

Employee Rating

3.20

Employee Comments

ACOSTA, NOAH 02/28/2025

We recently hired a brand new MA with no prior MA experience. I volunteered to train her and get her up to speed out of the kindness of my heart since I know that coming into this job with no experience is very stressful and difficult. I will say I work well with both Dr. Jordan and Dr. Achtman. However, I am no way a perfect 5 in this category because I work more comfortably with Dr. Jordan since I work with him the most. I am always willing to help Dr. Achtman's MA when the need arises, however I will admit I am not as quick to jump on to help as I need to be. In terms of learning new things in the office, I am open to it to some extent. In terms of floating to other offices, I will admit I am hesitant to since I live far from many platinum offices. I will however always float to Garner Dermatology if needed since I have worked well with Dr. Farmer and I live close to the location!

MA: Professionalism & Patient Care

Weight 12.50%

Maintain professionalism and respect with patients, staff, and providers. Provides clear communication and builds trust, ensuring patient confidence and satisfaction.

Supervisor Rating

3.80

Supervisor Comments

Brown, Kathy 03/13/2025

Noah is very professional. Noah occasionally tends to display unacceptable reaction or attitude. Attention needs to be focused consistently showing respect. to both staff and physicians. This can sometimes cause undue stress to all involved.

Employee Rating

4.00

Employee Comments

ACOSTA, NOAH 02/28/2025

I am a very kind and caring individual and I take pride in providing care to my patients. I take my kind nature and apply it to my coworkers as well. We all get along well and I believe we all trust each other too. As stated prior, trust between a patient and employee is very important. If a patient is nervous, I try to talk to them to calm them down. If a patient feels woozy, I stay with them and treat them to an apple juice and snack and make sure they do not leave the clinic until they feel 100% ready to. If a patient is upset, I listen, stay calm, and listen more. It is important to let the patient express their feelings and understand that they are being heard. I then guide the patient to the correct person for further assistance, whether that be my lead MA or my practice manager.

I am not a 5 in this category due to how I present myself with the providers. Dr. Jordan has made many comments on my professionalism, and while they are not negative comments per se they are not completely positive ones as well. I feel like the providers are superior, thus should be treated with respect. I do not joke around or laugh with the providers, and I feel like that may not be what they want. But I do this on purpose to establish a clear hierarchy. The providers are my superiors they are not equals to me, thus they should be treated as such. I do not wish to get too

comfortable and casual with the providers since I have a history of taking things to heart when it does not need to be. By establishing this border, I know that the critiques I get are not an attack on me personally, but rather improvements I can make. I have spoken with Dr. Jordan numerous times about this and he has come to accept my stoic nature in that when I am in work mode, I mean business. While I myself feel like this is not an issue, the fact that it was brought to my attention clearly indicates that I am not a perfect 5, and I could potentially loosen up with the providers.

MA: Mission, Vision, and Core Values

Weight 12.50%

Actively participates in creating a culture of physicians, clinicians, and employees that are passionate about making patients happy while setting the standard for patient experience.

Embodies our Core Values of Collaboration, Ownership, Respect, Excellence, Integrity, and Authenticity in all areas of work.

Strives to raise the bar of excellence in all job duties through providing exceptional service and seeking help or training if needed to improve.

Supervisor Rating

4.50

Supervisor Comments

Brown, Kathy 03/13/2025

Noah is very committed to the core values . He is an excellent employee and admired by all physicians and team members.

Employee Rating

4.50

Employee Comments

ACOSTA, NOAH 02/28/2025

We joined health care to help others and that is what I intend to do each time I clock in for work. I bring something unique to DSA Dermatology by being the only Spanish speaker in the office. This trait has helped establish trust with Spanish speakers who come to our office nervous/worried

that they will not be heard and cared for the way that they should be. When I first got hired, I did not inform Kathy I spoke this language. And although I pushed back at first, I have come to accept and flourish in my bilingualism. Often times I affectionately call these patients 'my Spanish speakers' as they mean the world to me since we can connect on a level that no one else in the office can. And they verbally express to me their gratitude and I appreciate them so very much.

Since I started working at DSA I believe I have had such a positive impact and I have made it a better place to work and better place to visit. I helped fine tune the biologics, I provide exceptional customer service, I have created new patient handouts including a gentle skin care handout, a wound care instruction sheet for our patients who are sensitive to adhesives, I have created Spanish wound care handouts for biopsies, surgeries, and LN2, and lastly I have recreated and formatted Dr. Jordan's surgery post care handouts and made it much more clear and detailed. No-one asked me to do any of these things. I did them all on my own accord because I know that the person it helps the most is not me, but the patient. The patient always comes first.

Competencies Summary

Employee Rating	Supervisor Rating	Section Weight
4.00 [Exceeds Expectations]	4.00 [Exceeds Expectations]	100.00%

Competencies Comments

Brown, Kathy **Supervisor** 03/13/2025

Noah is an excellent employee and DSA is very lucky to have him

Overall Summary

Weight

Competencies Weight	Total Weight
100.00%	100.00%

Rating

Employee Rating

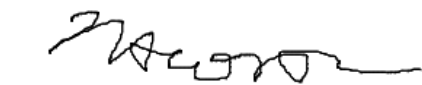
4.00 [Exceeds Expectations] Consistently meets and sometimes exceeds all relevant performance standards. Shows initiative and versatility, works collaboratively, has strong technical and interpersonal skills or has achieved significant improvement in these areas,

Supervisor Rating

4.00 [Exceeds Expectations] Consistently meets and sometimes exceeds all relevant performance standards. Shows initiative and versatility, works collaboratively, has strong technical and interpersonal skills or has achieved significant improvement in these areas,

Signature

Employee Signature



NOAH ACOSTA 02/28/2025

Supervisor Signature



Mahrya Cazorla 03/25/2025

Supervisor Signatures and Dates

Supervisor Signature	Date
Brown, Kathy	03/13/2025

Supervisor Signature	Date
Cazorla, Mahrya	03/25/2025