

Job Title:	Ophthalmic Technician	Job Status:	Non-Exempt
Reports To:	Clinic Coordinator/Ambulatory Services Manager	Pay Grade:	
Department:	Clinic	Department Code:	400
Location:			

JOB SUMMARY

It is the primary job of the Ophthalmic Technician to perform medical assisting and data collection as delegated by the doctor to allow for proper professional diagnosis of patients' conditions.

ESSENTIAL ACCOUNTABILITIES *(other duties may be assigned)*

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.

- All employees of EYE-Q shall provide exemplary care to our patients, demonstrate respect and dignity toward all members of the EYE-Q community, honor our patients right to privacy, comply with all applicable laws, avoid conflicts of Interest and conduct all business practices with honesty and integrity.
- Adheres to all company policies and procedures.
- Fosters and contributes to a company culture consistent with the organizations value.
- Reliable, consistent attendance is a requirement and essential function of all positions at EYE-Q.

Communication & Patient Responsibilities

- Introduce yourself to the patient.
- Acquaint all patients with the office procedures to which they will be exposed. Inform patients of the purpose of all tests personally performed and how patient will be affected during the tests.
- Obtain patient history to include chief complaint, social history, review of systems, history of present illness, past history (ocular and general), family history (ocular and general), and history of allergies and medications.
- Perform accurate and consistent documentation and measurement tasks to include:
 - Visual Acuity.
 - Manual Lensometry.
 - Confrontational Visual Fields.
 - Stereo Testing.
 - Evaluation of Motility.
 - Pupillary Function Tests.
 - Color Plates.
 - Applanation Tonometry.
 - Angle Assessment.
 - Pachymetry.
 - Instillation of eye-drops.
 - TonoPen tonometry.

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- Fundus Photography (Daytona).
- Other tasks specific to the physician needs as a result of new technologies.
- Perform duties consistent with ophthalmic writer/scribe. (see addendum)
- Assist physician with laser procedures (MD schedules).
- Assist physician with minor procedures, maintaining practice standards of sterile technique and infection control.
- Provide patient home care instructions and counseling.
- Take patient blood pressure as necessary.
- Clarify pre- and post-op instructions with patient.

Administrative

- Keep exposed lenses, mirrors, and prisms clean.
- Maintain sanitary conditions in exam and procedure rooms.
- Maintain back up levels of stock in exam and procedure rooms.
- Maintain par levels of replacement inventory.
- May notify pharmaceutical representatives when sample levels drop below par levels.
- Determine which patients should be taken next from the waiting room to have treatment initiated.
- Following work-up, advise patients of who will see them next and make patients comfortable during their wait. Maintain a smooth flow of patients to the physician.
- Handle pharmacy requests, patient phone calls and physician messages, as requested by triage.

Ophthalmic Scribe Addendum

- All technicians at EYE-Q Vision Care are expected to be capable of scribing for the doctors as part of their daily assignments. This skill set includes:
 - Correctly summarize and document what the physician says during an examination, including but not limited to, proper charting of the examination: documenting additions to the chief complaint, assessment and recommendations for treatment (including justification of decisions reached when appropriate).
 - Observe the patient and the physician, and assist when appropriate during the exam, including but not limited to: holding the patient's head in the slit lamp, providing additional medications and/or instruments, following directions in a medical emergency.
 - Maintain an awareness of the patient's verbal and non-verbal communication when the physician is providing instructions, as it may necessitate the writer repeating information, providing written instructions and/or patient education materials for the patient to review at home. Ensure patient understands all instructions.
 - Accurately maintain patient charts.
 - Maintain patient flow, by ensuring a minimum of two patient rooms are always occupied. Remain as close to the physician as possible and limit time away from the physician and the patient.
 - When applicable, provide accurate spectacle or contact lens prescriptions and/or medication prescriptions for the ophthalmologist's signature prior to the completion of the examination.

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- Alert doctor to patient-related forms that need completion.
- When appropriate, complete the superbill and/or the check-out form. Prior to following the doctor to the next exam room, will provide direction to the patient to return the check-out form to the front desk area.
- Each doctor has their own personality and preferences. Recognize these differences and abide by them when working with that particular physician. Become fluent in the exact requirements of each examination.
- Accommodate the needs of the patient for the exam:
 - Be aware of the examination room and any physical limitations the patient may have.
 - Make sure the patient chair is down before the patient prepares to leave, the equipment is off, the slit lamp is out of the way, etc.
 - Provide patient with cane, handbag, coat, etc. to expedite patient flow.
- Evaluate the condition of exam room to ensure adequate supplies are in stock.
- Other duties as assigned.

MINIMUM KNOWLEDGE AND SKILL REQUIREMENTS

KNOWLEDGE OF:

- Knowledge of medical office practices and medical terminology.
- Knowledge of instruments routinely used in office.
- Familiar with medications and ocular disease processes.

SKILLS IN:

- Demonstrate comprehension of the ophthalmic skills as outlined by the Joint Commission on Allied Health Personnel in Ophthalmology. Provide support to clinical staff of less advanced credentials.
- Strong communication and interpersonal skills.
- Problem solver, with analytical skills.
- Personable; empathetic with patient's needs and concerns.
- Well-organized with attention to detail.
- Ability to work as a team member.
- Demonstrate computer literacy.
- Demonstrate ability to perform comprehensive work-ups on a minimum of 6 patients per hour.
- Ability to use or learn computer programs such as Microsoft Excel, internet, e-mail, and NextGen.
- Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

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- Ability to solve practical problems and deal with variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

EXPERIENCE AND EDUCATION

MINIMUM REQUIRED:

- High school diploma or general education degree (GED); six months to one year related customer serve experience and/or technical school training; or equivalent combination of education and experience

PREFERRED:

- Some college preferred.

LICENSES/CERTIFICATIONS

MINIMUM REQUIRED:

- May be certified at the assistant or technician level through JCAHPO.

PREFERRED:

- None

SUPERVISORY RESPONSIBILITIES

None

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

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. Employee must possess manual dexterity for typing on the computer keyboard, vision required to view computer monitor, read number and printed material, mobility sufficient to reach lift and transport file and other work material to work areas and ability to sit for long periods of time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle or feel, and talk or hear. The employee frequently is required to walk and reach with hands and arms.

	Occasionally (<25%)	Regularly (25%-50%)	Frequently (>50%)
Sitting		X	
Standing		X	
Walking		X	
Climbing	X		

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	Occasionally (<25%)	Regularly (25%-50%)	Frequently (>50%)
Reaching	X		
Bending/Twisting	X		
Kneeling/Squatting	X		
Crawling	X		

WEIGHT REQUIREMENTS

	Lifting	Carrying	Pushing/Pulling
< 10 lbs.	O	O	O
11-25 lbs.	N	N	N
26-50 lbs.	N	N	N
51-75 lbs.	N	N	N
> 100 lbs.	O (help with patient transfer)	N	O (wheelchair patients)

(N) Never = 0% of time

(O) Occasionally = less than 25% of time

(R) Regularly = 25%-50% of time

(F) Frequently = greater than 50% of time

ENVIRONMENTAL CONDITIONS

Significant Exposure to:	Yes/No
Hazardous Equipment	No
Dust	No
Fumes	No
Noise	No
Extreme Heat/Cold	No
Heights	No
Chemicals	Yes
Hospital Waste/Sewage	No

SPECIAL NEEDS

Motion:	Left/Right/Both/NA
Power Hand Usage	NA
Repetitive Hand Motion	Yes
Power Foot Usage	No
Repetitive Foot Motion	No

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EMPLOYEE ACKNOWLEDGMENT

I have received, reviewed and fully understand the position description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein. Further, I understand this job description is not intended to be an exhaustive list of all duties performed; therefore, its content does not restrict management's right to assign additional duties and responsibilities.

Employee Name (Please Print)

Employee Signature

Date

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