

Job Title: Ophthalmic Technician

General Summary of Duties: Responsible for assisting in the care, treatment and education of ophthalmology patients.

Exhibits the core values of:

Accountability Integrity
Customer focus Quality
Compassion Teamwork
Continuous improvement

Full Time Position Hours - 8 AM - 5 PM* Monday thru Friday

Supervision Received: Reports to Lead Ophthalmic Technician

Supervision Exercised: None.

Education: High School diploma or equivalent required. COA, COT or COMT certification required.

Experience: Minimum of one year medical office experience preferred. Typing ability of 30 wpm and word processing experience

Essential Functions: Under minimal supervision, conduct patient screening in a timely and efficient manner. Assist physicians with procedures as requested. Respond to patient phone messages and triage as necessary.

Principal Duties/Responsibilities:

1. Obtains patient history and charts procedures for medical records.
2. Performs and records visual acuities, color vision, stereopsis test, ocular pressures as directed by the physicians.
3. Document all information legibly in chart in accordance with clinic guidelines.
4. Instructs patients about procedures.
5. Handles patient questions during visits and via phone, providing advice and resolving problems in consultation with ophthalmologist.
6. Uses and maintains equipment and supplies appropriately.
7. Maintains exam rooms for necessary supplies and materials
8. Maintains strictest patient confidentiality
9. In coordination with medical receptionists and nurse, monitors and facilitates clinic flow. Communicates with patients, technicians and doctors regarding problems or delays.
10. Other duties as assigned.

Knowledge, Skills & Abilities:

1. Knowledge of ophthalmic medical office procedures
2. Knowledge of medical record requirements

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3. Knowledge of educational techniques in instructing patients
4. Ability to use communication/listening skills and telephone techniques effectively.
5. Ability to react calmly and effectively in emergency situations

Other Abilities:

1. Ability to follow oral and written instructions.
2. Ability to establish and maintain courteous and professional working relationship with physicians, other staff and patients.
3. Ability to work as a team member.
4. Ability to work on several projects simultaneously.

Physical/Mental Demands: Prolonged standing; frequent bending, twisting, stooping. Occasional stress from workload or from dealing with upset patients or emergency situations. Requires use of office equipment. Normal vision and hearing needed. May lift 10-25 pounds.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, ability and working conditions may change as needs evolve.

* Hours may vary or be adjusted based on clinic needs and patient load.