OPHTHALMIC TECHNICIAN-RESEARCH

ROLE

The role of the Ophthalmic Technician-Research is to support the provision of quality retina care by completing patient preparatory and follow-up procedures and providing assistance to the doctor when he is working with patients. Individuals holding this position assume one of four roles, work-up, photographer, scribe or back-up scribe on a rotating basis for each clinic session. In addition, individuals holding this position perform additional Team Support duties. Individuals holding this position may have certifications/licenses which enable them to provide specialized patient care. Individuals holding this position are certified to participate in research as photographers.

The Chief Operating Officer has reviewed the Ophthalmic Technician-Research position description and has authorized the Ophthalmic Technician-Research to have access to all areas of PHI and/or EPHI. Individuals holding the Ophthalmic Technician-Research position will have daily access PHI and/or EPHI in order to complete the responsibilities described in this position description.

KEY FUNCTIONS

GENERAL CHARACTERISTICS

1. Has the ability to multi-task, providing uninterrupted patient flow. Is able to identify and prioritize where his/her effort is needed to minimize patient waiting time and maximize assistance to physician.

2. Is thorough, accurate and attentive to detail in all aspects of responsibilities. Makes sure records are complete and accurate. Provides all supplies and equipment necessary for exams and procedures.

3. Has a commitment to a “zero defect, no waiting-time” style of delivering quality retinal care while remaining professional in all contacts.

4. Has dedication to continuing education and acquiring new skills. Commits to staying current with advancing technology.

5. Looks for and shares ideas for improving level of care provided.

6. Has the ability to deal with difficult patients empathetically, tactfully and constructively.

PRIVACY PRACTICES

1. Maintains a current and through knowledge of the practice’s established Privacy Practices, Confidentiality Policy, and Non-Disclosure Policy. Ensures compliance with all policies and procedures in the completion of assigned duties.

2. Has a complete understanding of the 18 specific types of protected health information (PHI) and electronic protected health information (EPHI) and takes appropriate action to ensure all such information is maintained in a confidential and secure manner.
3. Interacts with patients, team members, vendors and others with whom the practice does business, in a way that ensures compliance with all privacy and confidentiality practices and protection of all protected health information in all forms.

4. Maintains all system and user log ins and passwords in a secure manner. This includes logging off terminals, laptops and other electronic devices when leaving the area in which the devices are located.

5. Ensures that all written documents containing protected health information are maintained in a secure manner at all times. When traveling with such documents, keeps them in a locked container and within eyesight at all times when outside of locked containers.

6. Reports actual and/or suspected violations of privacy and confidentiality practices immediately to the Compliance Officer, immediate supervisor or a doctor.

**WORK-UP**

1. Reviews and prepares patient charts (electronic and, when appropriate, paper chart) prior to scheduled visits.

2. Welcomes and receives patients from waiting area.

3. Completes preparatory procedures based on review of patient chart. This could include but is not limited to: gathering patient history from new patients, updating history for returning patients, taking and evaluating pressures, performing dilations, preparing patients for laser treatments and preparing patients for and assisting in minor procedure and in-office surgery.

4. Assists Photographer when patient work-ups are complete and/or as time permits.

5. Prepares electronic record for surgery patients and completes surgery preparations including taking pressures and preparing physical examination forms.

6. Reviews charts for authorization prior to performing any procedures.

7. Assists Front Desk staff as time permits.

8. Communicates to patients and front desk when delays in clinic flow occur, giving patients opportunity to reschedule if necessary.

9. Monitors patient flow to ensure resources are focused on appropriate tasks, i.e., identifying situations that cause bottlenecks in patient flow and providing a remedy.

**PHOTOGRAPHER**

1. Performs work-up duties when not performing photography.

2. Performs patient photography as required based on review of patient chart and/or as directed by doctor.
3. Is able to transfer images to electronic medical record

4. Performs fundus photography and fluorescein angiographies.

5. Takes inventory of photographic supplies in main office and satellite offices and ensures that adequate amounts are consistently available and re-stocks those items after every clinic for ease of access.

**RESEARCH PARTICIPATION**

1. Participates in clinical studies when opportunities arise.

2. Obtains certification for at least one research protocol.

**SCRIBE/BACK-UP SCRIBE**

1. Assists doctor by accurately recording dictated information during patient examination. Helps doctor by obtaining coding information. Coordinates the patient’s encounter with doctor and staff.

2. Keeps flow of patients steady and rooms filled and ready for doctor.

3. Monitors appointment times and the order of patients to be seen accordingly.

4. Serves as Back-up Scribe when other assigned tasks have been completed. This should include relieving assigned Scribe, escorting patients to Front Desk or escorting patients to other rooms for tests or follow up procedures.

5. Communicates to physician any pertinent issues at the onset of every clinic, i.e.: equipment problems, short staffed situations, etc.

6. Coordinates delivery of special equipment or supplies to main office or satellites when unusual requests arise out of follow up appointments, i.e.: plans for indirect laser, TTT, or vitreous injections.

**TEAM SUPPORT**

1. Learns and masters operation of Nextech Electronic Health Record, Imaging techniques and/or special testing.

2. Travels to satellite offices to provide technical support, carpooling when possible.

3. Monitors and updates inventory of medications, clinical supplies and patient educational materials and forwards orders for additional supplies/materials to Technician responsible for ordering same.

4. Monitors photographic and all other ophthalmic equipment for proper upkeep; makes repairs when able or notifies Clinical manager of equipment maintenance and repair needs. Performs in-house maintenance when possible.
5. Performs miscellaneous tasks including: sterilizing instruments, stocking and cleaning assigned exam rooms, preparing rooms for new patients, preparing injection kits.

6. Handles patient-related telephone calls, assists front desk in patient triage, phones in prescriptions for patients, handles calls to patients with complex cases and/or who are difficult or unhappy, orders injections, i.e. Avastin, TPA.

7. Participates in chart preparation for future clinics, especially for intravitreal injections, making sure there is verification of drug, correct eye, correct code and handling of special orders.

8. Participates in self-directed work teams whose role is to ensure the smooth day-to-day operation of the technician staff.

9. Participates in task forces and brings forth issues for discussion at operations portion of staff meetings.


11. Is able to take directions from team leader to ensure smooth patient flow.

12. Handles conflict resolution with peers to avoid personal conflict affecting the team and team’s performance.

**PERSONAL DEVELOPMENT**

1. Establishes challenging yet realistic work objectives/standards; develops new and innovative ways to improve existing job functions.

2. Demonstrates a desire to learn new things. Takes advantage of opportunities, when offered by the practice, to obtain skill and knowledge related to current and future jobs through cross-training, completion of special projects, continuing education and review of current job-related literature; sets objectives to meet performance and career development goals.

3. Participates in professional, technical, and other activities made available by the practice which provide opportunities for professional and personal growth.

4. Obtains/maintains certification or licensure.

**IMPLEMENTATION OF GUIDING VALUES**

1. **Practices the Guiding Values.**

2. **Teamwork:** Backs up team members. Follows through on commitments. Recognizes the accomplishments of others. Willingly shares responsibility and knowledge. Is flexible and can easily adapt to changing priorities.

3. **Relationships:** Interacts positively with patients, doctors and staff. Makes a concerted effort to know and understand team members. Provides support, empathy and understanding during difficult/stressful situations. Is considerate, polite and sensitive to the perspectives and responsibilities of others.
4. **Policies:** Consistently uses policies, procedures, processes and systems. Is thorough and pays appropriate attention to details.

5. **Enjoyable environment:** Fosters a sense of enjoyment of day-to-day activities to ensure that the working environment is both productive and pleasant. Maintains a positive attitude and a healthy sense of humor.

6. **Professionalism:** Participates in efforts to resolve problems without placing blame.

7. **Communication:** Shares information accurately and in an appropriate manner.

**QUALIFICATIONS**

1. **Years of experience** – One year’s experience as a retina assistant/technician preferred.

2. **Education** – High school diploma. Certification as a Certified Ophthalmic Assistant or Certified Ophthalmic Technician is desirable.

3. **Technical expertise/experience** – Proven ability to work effectively as a team member and provide leadership to a team. Working knowledge of retinal/vitreous terminology desirable. Good organizational and prioritizing skills; flexibility and an ability to work on multiple tasks at the same time; persistence to ensure that tasks are completed in a timely manner and in accordance with established guidelines. Ability to anticipate, analyze and understand situations and complex information quickly and accurately. Ability to effectively work with existing Electronic Health Record system.

4. **Customer service experience** – Ability to establish and maintain good internal and external working relationships with doctors, patients and peers. Good communication skills, tact and the ability to deal with people who are under stress/unhappy. Good judgment; a demonstrated ability to assess patient situations and develop appropriate solutions. Compassion. Ability to maintain confidentiality of information related to patients and the practice. Ability to travel between offices on a regular basis.

**ACCOUNTABILITY**

This position is accountable to the Chief Operating Officer.