

Shasta Professional Eyecare Center

Job Title: Doctors Assistant

Reports To: Back Office Supervisor

Status: Full-Time 40 hours per week

Pay Range: \$17.00 to \$22.00

Mission Statement

Shasta Professional Eyecare Center strives to provide the best quality vision and eyecare in Northern California. Dedicating ourselves to meeting our patient's needs and expectations in the most professional and friendly manner possible.

POSITION SUMMARY

You are one of the first points of contact with our patients. You will need exceptional customer service skills, organizational skills, knowledge of insurance verification, computer skills and optometry office experience. This position required a pleasant personality, as this is a customer service role. You should be able to deal with emergencies in a timely and effective manner, while streamlining office operations. Multitasking and stress management skills are essential for this position. Must be self-driven, friendly, and outgoing.

The essential functions include, but are not limited to the following:

- Provide excellent patient care, by greeting and assisting patients in a friendly and professional manner.
- Answer, screen and direct telephone calls as needed with a positive attitude.
- Update calendars and schedule appointments.
- Support the optical department as needed.
- Direct patients to the appropriate area and or person.
- Perform optical administrative support tasks such as maintaining patient records, managing billing tasks and coding.
- Collect and record patients data, and basic information about presenting and previous conditions.
- Perform pre and post diagnostic tests.
- Basic patient testing, e.g. Visual Acuity and Icare Tonometry.
- Advanced diagnostic testing e.g. Topography, OCT, Meibography, Pachymetry, Fundus Photography and Autorefraction.
- Assist Doctors with examinations, procedures, and recommendations.
- Educate patients on specific supplements and products that the Doctor recommends.

Shasta Professional Eyecare Center

- Ensure the cleanliness and organization of examination rooms and equipment.
- Maintain inventory of optical supplies patients rooms.
- Confirm next day appointments by phone and or email.
- Unbox patient contact lenses and notify them they are ready for pick up.
- Perform duties to keep the office clean and safe with all necessary supplies.
- When working in an optometry office, your hours may vary so flexibility is a must.

KNOWLEDGE & SKILL REQUIREMENTS

- Knowledge of EHR system, word and excel software.
- Insurance verification.
- Maintain office security and safety by following HIPAA - OSHA guidelines.
- Professional attitude and ability to maintain confidentiality.
- Proven work experience in an optical office or similar roles.
- Keeping current on required certifications in this field is a must.
- Must be able to work independently.
- Highly organized and efficient.
- Multitasking and time-management skills, with the ability to prioritize tasks.
- Ability to follow instructions and respond well to management direction.
- Possess quality editing, correct spelling and writing skills.
- Listens well and attains clarification when necessary.
- Communicates clearly and informatively verbally and written.
- Completes tasks correctly and on time.
- Reacts well under pressure.
- Ability to arrange complex schedules.
- Able to follow policies and procedures.
- Approaches others in a tactful manner.
- Treats others with respect and consideration, regardless of their status or position.
- Accepts responsibility for own actions and follows through on commitments.
- Ability to demonstrate accuracy and thoroughness and apply feedback to improve performance, while monitoring own work to ensure quality.
- Maintains consistent attendance and punctuality