



| Employee Job Description | | |
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| Position Title: Optical Assistant | | |
| Position ID # | | |
| Facility: St. Croix Health and Human Services | | |
| Job Family: Business Office | Comp Grade: Pay Rate | Status: FT |

St. Croix Chippewa Indians of Wisconsin Leadership will strive to uphold the mission, vision, and values of the organization. They will serve as role models for staff and act in a people centered, service excellence-focused and results oriented manner.

Position Summary: An optical assistant performs a number of duties to help the optometrist. The optical assistant works with the eye doctor and can schedule appointments, answer telephones, and help with vision acuity tests. Organizational and communication skills are required for optometric assistant. You should show good attention to detail and a good knowledge of optical equipment. The Optical Assistant will also perform duties in Patient Registration when requested by supervisor. Patient Registration is responsible for greeting, registering and scheduling patients, as well as verifying all patient information and insurance details. Patient Registration also answers patient phone calls and pages medical employees as needed.

Essential Functions:

- Ability to work with Optometry Equipment
- Ability to work with the optometrist
- Ability to work on eye glasses, with contact lens, and ordering of supplies
- Ability to stay organized.
- Answer phone calls, take phone messages, forward calls based on urgency and in a timely manner
- Greets all patients and visitors as they enter the clinic
- Check-in each patient upon arrival
- Responsible for gathering, updating and maintaining patient demographic information

Optical Assistant Job Duties:

- Screen and pre-test patients before seeing the Optometrist.
- Operate various office equipment (e.g. computer, telephone, fax machine, and adding machine)
- Operate and maintain ophthalmic equipment (e.g. computerized lens meter, frame master, pupilometer, auto kerato-refractometer, and visual field instrument.
- Ability to use required tools for adjusting and repairing of spectacles.
- Research new products and procedures to keep current with optics.
- Communication skills.
- Ability to work effectively with a large variety of people, and companies, to order eyewear, contact lenses, and supplies.
- Ability to work with patient eyewear needs including assisting in the selection and dispensing of spectacles.
- Provide training for contact lens patients. Including insertion and removal of contact lenses, dos or don'ts of contact lens wearers and proper care of lenses.
- Ability to analyze prescriptions and offer patient options on what best might suit their eye wear needs.
- Make patient referrals, as requested by the Optometrist. Coordinate appointments with the patient and the referral provider (e.g. retinol, cataract and Lasik consults).
- Knowledge of Optical terminology.
- Ability to work independently.
- Ability to work with staff and patients in resolving any problems that may occur.
- Prepares and maintains all of the Dr.'s charts for appointments.
- Keep track and send out re-calls for patient's annual exam in compliance with Diabetic grant.
- Enter in information into the EHR system for Third Party billing.
- Reviews invoices for outside vendors before sending Contract Health Services.
- Ability to maintain patient confidentiality in accordance to HIPPA rules and regulations.
- Coordinates pricing for direct care patients, Interstate, and Elders that aren't eligible under Contract Health Services.
- Any other duties assigned by supervisor

Patient Registration Job Duties:

- Prepare/update patient records using proper forms
- Obtain face sheet and Health Summary for each patient appointment daily

- Obtains eligibility information from patients seeking health care, who have not previously been treated at the facility by acquiring the certification of Indian blood or other documentary proof of tribal affiliation, according to the Indian Health Service guidelines and social security information
- Responsible for scanning insurance cards, picture ID or other identification cards and prior medical records information into the patient's medical record
- Responsible for taking patient payments, procedure pre-payments and past due balances and provide a receipt to the patient
- Responsible for patient appointment scheduling and rescheduling patient appointments when needed
- Communicate with patients in a timely manner when schedule changes are made
- Provide direction for patient/clients to the appropriate department health program and staff
- Responsible for handling confidential information and patient medical records
- Keep all insurance and eligibility information current for billing purposes
- Receive, sort and distribute mail and packages
- Prepare clinic vouchers for payment
- Obtain and file appropriate consent forms
- Perform clerical functions such as typing, filing, copying, and faxing
- Maintain an orderly workstation and contribute to an organized clinic atmosphere
- Mail out patient information and educational materials as needed
- Follow OSHA and HIPAA guidelines
- Any other duties assigned by supervisor

Note: The essential functions are intended to describe the general contents of and requirements of this position and are not intended to an exhaustive statement of duties. Specific tasks or responsibilities will be documented as outlined by the incumbent's immediate manager.

Type of Supervisory Responsibilities: N/A

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Directly Reporting to: Optical and Patient Registration Supervisor/Business Office Manager

Matrix of INDIRECT Reporting: St. Croix Tribal Council

Scope and Complexity:

Interacts with all levels of management and employees; often trusted with maintaining confidentiality and relaying highly sensitive messages, and appropriate application of business operations and practices.

Physical Demands/Environment Factors:

- Requires extensive sitting with periodic standing and walking.
- May be required to lift up to 50 pounds.
- Requires significant use of personal computer, phone and general office equipment.
- Needs adequate visual acuity, ability to grasp and handle objects.
- Need ability to communicate effectively through reading, writing, and speaking in person or on the telephone.
- May require off-site travel.

Minimum Qualifications

- Proficiency level typically gained through a combination of high school diploma.
- Must demonstrate ability to assess customer and business needs and formulate plan of action. Able to identify potential issues and proactively contain and manage challenges.
- Requires basic to intermediate level computer skills and ability to access information in meaningful ways.
- Requires skill in conflict resolution and team building.
- Must have demonstrated ability to work collaboratively with all levels of employees and managers.
- Requires effective presentation, verbal and written communication skills.
- Needs commitment to timeliness and attention to detail for acceptable customer service.

Preferred Qualifications: Experience working as an Optical Assistant and Patient Registration duties.

Native American Preference Given in Accordance with P.L. 93-638 and Amendments

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| EEPID | Employee Printed Name | Employee Signature | Date |
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| Supervisor Printed Name | Supervisor Signature | Date |
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*These are expected to be updated regularly as responsibilities come and go, and will be used to notify employee annually. All signatures are required.