**Ophthalmic Medical Assistant**

**Title:** Ophthalmic Medical Assistant

**Summary of Duties:** Assists Ophthalmologists in all necessary capacities; uses and operates ophthalmic instruments; educates patients; and performs telephone triage.

**Supervision Received:** Reports to Ophthalmology Supervisor.

**Supervision Exercised:** None.

**Physical Demands:** Requires full range of body motion including handling and lifting patients, manual and finger dexterity, and eye-hand coordination. Requires ease of body motion and ability to move quickly in order to respond to emergent situations. Requires standing and walking for extensive periods of time. Requires corrected vision and hearing to be within normal limits. Occasionally lifts and carries items up to 10 pounds. Requires working under stressful conditions and dealing with patients who may be fearful or in pain.

**Typical Working Conditions:** Workload will vacillate between normal to heavy and may include emergent situations. May require working on off-days to provide emergency coverage. May encounter exposure to communicable diseases, bodily fluids, and other conditions common to a clinic setting. Some work performed in conditions of poor lighting.

**Job Duties and Responsibilities:**
(This list may not include all of the duties assigned)

1. Greeting and preparing patient for exam with physician: general history taking including surgery & medications, visual acuities and performing refractions.
2. Measure intraocular pressure.
3. Neutralize glasses Rx, clean glasses for patient.
4. Dilates patient’s eyes; instructs patient as to effect of dilation, including need for sunglasses/safe driving.
5. Maintains timely flow of patients.

6. Operates and maintains ophthalmic instruments (such as Lensometer, Tonometer, Topography machine, Phoropter, Auto Refractor, O.C.T., and blood pressure devices.

7. Educates patients regarding common diseases/disorders, diagnostic procedures, and medications.

8. Performs patient telephone triage; assesses urgency and coordinates needs.


10. Interprets & communicates physician’s instruction to patient.

11. Accesses and proficiently utilizes e-prescribing software; authorizes pharmacy/optical refill prescription requests.

12. Phones patients to report test results.

13. Assists physician in completing medical records concerning medical history and diagnosis.

14. Accesses electronic medical records only under HIPAA guidelines and Clinic confidentiality policies.

15. Codes charge tickets with appropriate CPT and ICD-9 codes.


17. Maintains required records.

18. Schedules various office/surgical procedures and admissions, and obtains insurance authorization when necessary.

19. Performs basic diagnostic testing when needed.

20. Rotates between physicians or where needed.

21. Prepares exam rooms for patients by cleaning and restocking, making sure products are within their expiration dates.

22. Demonstrates proficiency in CPR and transferring of wheelchair patients.

23. Maintains patient confidentiality.
24. Maintains established departmental and Clinic policies and procedures.
25. Attend required meetings and participates in committees as requested.
26. Performs related work as required.
27. Responsible each pay period for maintaining an accurate employee timecard.

**Performance Requirements:**
(Knowledge, Skills & Abilities)

Knowledgeable in the principles and skills needed to provide patient care and treatment.

Knowledgeable in examination, diagnostic, visual fields, pachymetry, treatment, surgery procedures, and scheduling.

Knowledgeable in the use of CPT and ICD-9 code reference books and correct coding procedures.

Knowledgeable regarding insurance regulations for treatment and testing.

Knowledgeable in common safety hazards and precautions to establish a safe work environment, as well as department HazCom and Bloodborne pathogen procedures.

Skill in administering medications as directed.

Skill in completing pharmacy/optical prescriptions.

Skill in using various ophthalmic equipment for examination, treatment, and surgical procedures.

Skill in maintaining patient records.

Skill in establishing and maintaining effective working relationships with patients, staff, and the public.

Ability to interpret, adapt, and apply guidelines and procedures.

Ability to communicate clearly.

Ability to react calmly and effectively in emergency situations.

Ability to be self-motivated, organized, and handle stressful situations in a cheerful and pleasant manner.
Ability to be flexible and help all physicians whenever or wherever needed with a positive, professional approach.

Ability to be part of a professional team effort in providing ultimate patient care.

**Education:**
High School graduation or GED.
Medical Assistant graduate, preferred

**Experience:**
1-2 years Ophthalmic or medical experience working closely with a physician, preferred.

**Certification/License:**
Certified Ophthalmic Assistant (COA) or Certified Ophthalmic Tech (COT), desired but not required.
Valid CPR certification

**Alternative to Minimum Qualifications:**
Nursing license (L.P.N. or R.N.)
**PHI Access:**
The above job description is allowed primary and secondary access to the following protected health information:

Primary access information may be directly retrieved; secondary access information may be retrieved through the appropriate manager.

<table>
<thead>
<tr>
<th>Primary Access</th>
<th>Secondary Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chart notes</td>
<td>Collection files</td>
</tr>
<tr>
<td>Patient demographics/insurance</td>
<td></td>
</tr>
<tr>
<td>Correspondence</td>
<td></td>
</tr>
<tr>
<td>Lab/pathology/op reports</td>
<td></td>
</tr>
<tr>
<td>Outside medical records</td>
<td></td>
</tr>
<tr>
<td>Encounter forms</td>
<td></td>
</tr>
<tr>
<td>Referrals</td>
<td></td>
</tr>
<tr>
<td>Optical charts</td>
<td></td>
</tr>
<tr>
<td>Contact lens charts</td>
<td></td>
</tr>
<tr>
<td>Patient payments</td>
<td></td>
</tr>
<tr>
<td>Scanned medical records: purged &amp; deceased</td>
<td></td>
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</tbody>
</table>

Staff members of the Eye & Ear Clinic may NOT access records that contain our patient’s individually identifiable health information without a legitimate, work related reason consistent with their job function. Access to the entire medical record is allowed only if in the judgment of the professional medical staff it is necessary for the safety of our patients or the quick, effective delivery of quality health care.