

Ophthalmic Technician/Assistant

Company: Dougherty Laser Vision

Title: Ophthalmic Technician/ Refracting Tech

Reports to: Clinic Manager

Classification: Non-Exempt

Compensation: Hourly

DLV Mission Statement and Values-“Excellence in Vision- Dougherty Laser Vision will be unsurpassed in our strive for excellence and provide inspiring inner and outer vision for our patients, referring providers, employees, and our world.”

For more than a decade, Dougherty Laser Vision has brought the life-changing benefits of laser eye surgery to Los Angeles and Ventura Counties that include LASIK, cataract surgery, corrective lens implants and other advanced vision correction techniques to people who demand the highest quality care. Located in Ventura County and Los Angeles County, you can visit our offices in Beverly Hills, Westlake Village & Camarillo. We offer a wide range of treatment options, including LASIK, the Visian ICL implantable contact lens and the Crystalens accommodating cataract replacement lens. Our wide range of treatment options ensures that each patient receives the most appropriate and personalized vision correction. Our Director of Human Resources is a key player in assisting the company meets the changing needs of the employees who help maintain the company award winning service.

Minimum Qualification

- Excellent written and verbal interpersonal skills; including the ability to interact with people at all levels of the organization including the executive leadership team is required.
- Excellent customer service skills.
- understanding of ophthalmic practice and patient care
- Basic computer operating skills.
- Knowledge of medical instrumentation and its proper care and usage needed

Physical Requirements

- Ability to sit for a minimum of an eight-hour work day
- Ability to lift 10-15 lbs
- Ability to carry 10-15 lbs
- Ability to stand at events for minimum of 4 hours at a time
- Must be able to hold arms at shoulder height.
- Must have manual dexterity to work with ophthalmic equipment.

Job Responsibilities:

Responsible for daily patient care and flow of clinic activities. Position requires good understanding of ophthalmic practice and patient care. Knowledge of medical instrumentation

and its proper care and usage needed. Ability to assess common safety hazards and take precautions to establish a safe work environment required. Ability to communicate with patients, co-workers and manager is critical. Must be willing to help in all areas and understand the need for efficient use of time.

Job Duties:

- Promptly and professionally assists the doctor in patient care.
- Performing technical workups, patient histories and special testing.
- Communicates with patients regarding follow-up care, surgeries, procedures, changes in schedule, symptoms, surgery scheduling, etc.
- Returning phone calls to patients and pharmacies in a timely manner.
- Respond to refill requests
- Review patient encounter forms in order to ensure the proper charges and total charge matches the current package price.
- Schedule appointments, take payments, set up and file patient records.
- Promptly and professionally assist the doctor(s) in patient care.
- Maintain and clean all equipment used. Report to supervisor if not in working condition.
- Efficiently and accurately interview patients and document histories.
- Accurately perform:
 - Exams
 - Tonometry
 - Refractions
 - Diagnostic Testing
- Ability to efficiently manage patient flow on a doctor's schedule.
- Assists in minor surgery.
- When needed, complete daily collections batch to be turned into accounting each day.

Duties and responsibilities may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing.

Minimum Education Requirements

- High school diploma or equivalent.

Minimum Background Requirements

- Previous experience or training in this or similar position

Minimum Demonstrated Skills

- Maintains patient confidentiality.
- Demonstrates working knowledge of eye anatomy, disease, symptoms and ocular meds.
- Has basic knowledge of contact lenses.
- Utilizes proper eye drop technique and sterility.

- Understands and uses proper sterile technique.
- Utilizes proper universal precaution procedures.
- Understands and communicates well to patients about cataract surgery
- Understands and communicates to patients about LASIK.
- Understands and follows procedures for surgical and procedural consents.
- Displays consistent professionalism.
- Is energetic and empathetic with patients.
- Consistently display positive rapport with fellow employees.
- Cooperates with management staff and physicians.
- Understands role in the clinical team effort.
- Available to Dr. in clinic when needed.
- Demonstrates flexibility in job assignment.
- Takes pride and ownership in success and image of Eye Surgeons and Physicians.
- Demonstrates initiative in accomplishing practice goals.
- Participates in staff meetings.

The American with Disabilities Act requires that reasonable accommodations be made for qualified individuals to help perform the required duties and tasks of the position. Please let us know at the time you apply for a position if you will need any special accommodations.

I have read and understand my job description.

(Employee)

(Date)