

UW HEALTH JOB DESCRIPTION

Ophthalmic Assistant

Job Code: 920001	FLSA Status:	Mgt. Approval: MSR,CN, SP	Date: 5-2017
Department : Ophthalmology		HR Approval: KS	Date: 5-2017

JOB SUMMARY

The Ophthalmic Assistant functions in the ambulatory setting performing various function and procedures related to delivery of care to ambulatory patient populations. The Ophthalmic Assistant is involved in direct patient care for both preventive and speciality eye care. The Ophthalmic Assistant will draw upon their training and experience to perform optimal testing techniques under the supervision of the staff physician.

MAJOR RESPONSIBILITIES

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

Direct Patient Care Responsibilities:

- Provide patient care under supervision of a physician, nurse practitioner (NP), physician assistant (PA) or registered nurse, relative to the patient's age specific needs and under various conditions.
- Perform patient check in, including but not limited to obtaining and recording vital signs, height, weight, chief complaint, brief relevant history including pain status, allergies, current medication and any other pertinent information for specific age groups.
- Perform visual testing as appropriate
- Review medical records for up-to-date master problem list including patient reported medication and allergies and diagnoses that are documented by physicians or providers.
- Ensure patient's visual and auditory privacy and maintain patient confidentiality at all times.
- Understand that the stress of illness may alter patient behavior and ability to follow through on plan of health care; interact with respect including situations where patient and/or family display anger or distress.
- Provide support and comfort to patients and families during clinic visits and procedures as needed, including chaperoning during sensitive examinations.
- Promote patient welfare and independence by communicating through words and actions and understanding of patients' feelings and reactions to the health care environment.
- Participate in patient education by providing structured written/verbal information to patients regarding procedures, preparation for diagnostic tests, and chronic disease conditions as instructed by RN/MD, for patients not requiring special adaptations. Refer patients who require further teaching interventions to an RN or provider.
- Provide emergency care to patients when necessary using basic life support and automated defibrillator protocols, maintaining basic CPR certification.
- Document complete and accurate patient observations, care and outcomes of interventions and enter in the paper or electronic medical record.
- Report pertinent observations and information, both written and verbal, to appropriate personnel.
- Coordination of records and maintenance of equipment in CLIA lab if applicable.
- Assist provider with procedures including those requiring aseptic and sterile technique
- Calibrate and maintain ophthalmologic equipment to ensure proper working order.
- Request clinic supplies, as needed
- Works with management to ensure JCAHPO and HIPAA compliance with patients seen in the clinic and with all equipment used in the clinic.
- Works with management, physicians and optometrists to ensure optimal patient flow by monitoring/enhancing clinic template

Team Member Objective:

- Communicate effectively with patients/families and the clinic team.
- Interact with staff and co-workers in a manner that promotes positive working relationships.
- Function as a patient care team member contributing to individual patient care planning.
- Comply with the UWH patient satisfaction, customer service, and ambulatory care standards.
- Attend and actively participate in staff meetings.

Supply and Equipment Maintenance:

- Following current isolation procedures, clean exam rooms, procedure tables, equipment and other work areas according to guidelines.
- Stock clinical workstations, all exam/procedure rooms as assigned
- Report non-functioning or defective equipment to supervisor immediately.
- Ensure all supplies are up to date and replace expired materials as necessary, including procedure trays, following reprocessing procedures.

Daily Functioning:

- Demonstrate proficiency in use of the computer for all aspects of patient care and documentation.
- Facilitate the coordination of patient services within the clinic and other departments, e.g. radiology, clinical lab, etc.
- Prepare/maintain medical records, including ordering, filing, and copying when appropriate.
- Adhere to National Patient Safety goals.

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Professional Development & Continuing Education:

- Complete all required competencies and maintain skill level.
- Complete required Annual Review and Safety and Infection Control exam
- Recognize the need for continued learning by attending staff development programs
- Serve on task force/committees as requested.

Community Service:

- Participate in public education programs as may be sponsored by UWH and the Department of Ophthalmology.
- Participate in development and implementation of hospital outreach programs related to ophthalmology.
- Participate in community requests for patient education and designated screening programs that relate to disorders of the eye or normal eye care.

Perform Additional Duties as requested.

JOB REQUIREMENTS

Education	Minimum	High School Degree or equivalent
	Preferred	Completed an accredited Ophthalmic/Optometric program, Certified Medical Assistant program, or Licensed Practical Nurse program
Work Experience	Minimum	One (1) year experience in a health care or optical setting
	Preferred	One (1) year experience as an Certificated Ophthalmic/Optometric Assistant or Tech, Certified Medical Assistant, or Licensed Practical Nurse
Licenses & Certifications	Minimum	Within 18 months of hire will achieve one of the following certifications: COA, COT, CPOT, CPOA CPR certification or ability to obtain within 90 days of hire
	Preferred	Certified Ophthalmic Assistant (COA, COT, CPOT, CPOA) If LPN, Wisconsin Practical Nurse licensure If MA, Certified Medical Assistant (CMA)
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Good customer relation skills. • Ability to function as a team member. • Knowledge of Ophthalmic procedures.

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input checked="" type="checkbox"/>	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
<input checked="" type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input checked="" type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input checked="" type="checkbox"/>	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
<input checked="" type="checkbox"/> Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount,	Up to 20#	Up to 10# or requires significant walking or standing, or	Negligible or constant push/pull of items of negligible weight

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	a job is in this category when it requires walking or standing to a significant degree.		requires pushing/pulling of arm/leg controls	
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.