

UW HEALTH JOB DESCRIPTION

Optician			
Job Code: 920004	FLSA Status: Non-Exempt	Mgt. Approval: T. Lamontagne	Date: March 2023
Department: Ophthalmology		HR Approval: M. Grayson	Date: March 2023
JOB SUMMARY			
<p>The Optician is part of the eyecare team at UW Health and works with the physician to ensure patients achieve the best possible vision care. The Optician assists patients in the selection and ordering of eyeglasses and contact lenses to best fit their vision and comfort needs, verifying eyewear to ANSI standards, while maintaining current knowledge of products available. This position serves as a link between the physicians and optical labs in interpreting prescriptions and visual needs. The Optician also performs troubleshooting of eyewear, repairs, and adjustments. Opticians are also responsible for insurance billing of purchased materials accurately and efficiently.</p>			
MAJOR RESPONSIBILITIES			
<ul style="list-style-type: none"> Inform and educate patients of available frame styles, lens designs, and other options and assist patients with selection of eyewear best suited for their lifestyle, prescription, and personal needs. Conduct instruction sessions for teaching insertion, removal, and care of disposable and specialty/custom contact lenses. Analyze prescriptions and interpret them accurately; take interpupillary distance and fitting measurements for correct fit of eyewear. Complete and process patient orders to be filled by optical laboratories. Attend and actively participate in staff meetings to maintain and expand knowledge in relation to advances in the eye care industry, improve technical skills, and service levels for patients. Inspect and verify eyewear received for proper specifications according to ANSI-standards. Dispense eyewear to patients verifying proper fit and expected vision. Advise patients on insurance coverage. Accurately record patient and order data in computer system. File customer billing/service records timely. Review communication daily; ensure timely correspondence with emails relating to daily job functions. Demonstrate proficiency in use of the computer for all aspects of patient care and documentation. Partner with clinic staff, troubleshooting patient eyewear when necessary; take action to maintain a high level of patient satisfaction. Ensure patient's visual and auditory privacy, maintain patient confidentiality at all times, and ensure HIPAA compliance standards are met. Other duties as assigned by the Optical Manager. 			
ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.			
JOB REQUIREMENTS			
Education	Minimum	High School Diploma or equivalent	
	Preferred	Completion of an accredited Optician Vision Care Program	
Work Experience	Minimum	<ul style="list-style-type: none"> Computer experience required Previous experience in customer service or eye care setting 	
	Preferred	<ul style="list-style-type: none"> One (1) or more years Optician experience Optical lab training and/or optometric technician experience Contact lens training or experience One (1) or more years of work experience with processing insurance claims 	
Licenses & Certifications	Minimum	Obtain American Board of Opticianry (ABO) Certification within 18 months or three (3) testing periods from the date of hire and maintain the certification	
	Preferred	American Board of Opticianry (ABO) Certification and/or National Contact Lens (NCLE) Certification	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Basic knowledge and understanding of eyewear designs and uses Understanding of optical business procedures Excellent patient service skills Excellent organizational skills 	

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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,

X	Infants (Birth – 11 months)	X	Adolescent (13 – 19 years)
X	Toddlers (1 – 3 years)	X	Young Adult (20 – 40 years)
X	Preschool (4 – 5 years)	X	Middle Adult (41 – 65 years)
X	School Age (6 – 12 years)	x	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 docket, 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
x 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, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
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:	<ul style="list-style-type: none"> •Physical Activity: Primary working position standing, with occasional sitting, walking, climbing, balancing, stooping kneeling, and crouching; involves reaching, carrying, lifting (see demands), pushing, fingering, grasping, feeling, talking, hearing-conversation level and high acuity, seeing-near, color vision, and depth perception •Personal/Physiological: Interaction with people, working with people and on own, various duties with occasional changes, and intra-organizational and external communications 		

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.