

## UW HEALTH JOB DESCRIPTION

### Ophthalmic Assistant

**Job Code:** 920001

**FLSA Status:** Non-Exempt

**Mgt. Approval:** P. Zellmer

**Date:** November 2021

**Department:** Clinics - Ophthalmology

**HR Approval:** J. Olson

**Date:** November 2021

### JOB SUMMARY

The Ophthalmic Assistant performs various functions and procedures related to the 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

#### Direct Patient Care Responsibilities:

- Provide patient care under the 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.
- 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.
- 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.
- Coordinate 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.
- Work with management to ensure JCAHPO and HIPAA compliance for patients seen in the clinic and with all equipment used in the clinic.
- Work with management, physicians, and optometrists to ensure optimal patient flow by monitoring/enhancing clinic template

#### Supply and Equipment Maintenance:

- Clean exam rooms, procedure tables, equipment, and other work areas according to guidelines and following current isolation procedures.
- Stock clinical workstations and 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 sterile processing 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.

#### 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.

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**Perform Additional Duties as requested.**

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

### 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	Six (6) months of customer service experience
	Preferred	One (1) year of experience as a Certified 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, licensed in the state employed If MA, Certified Medical Assistant (CMA)
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Good customer relation skills</li> <li>• Ability to function as a team member</li> <li>• Knowledge of Ophthalmic procedures</li> </ul>

### 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
<b>Sedentary:</b> 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.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<input checked="" type="checkbox"/> <b>Light:</b> 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.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>

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	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
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.