

OPTICIAN LEVEL 1

Overview

A Level 1 Optician is a non-exempt employee providing direct customer service to patients in our Optical Dispensaries. He or she is ABO Certified (or is in preparation for the ABO examination) and is knowledgeable in ophthalmologic diagnoses and procedures, lens design and coatings, frame selection, contact lens fitting and sales. He or she reports directly to the Supervisor of Optical.

The tasks of a Level 1 Optician are divided into two areas:

Technical/Sales

1. Greets patients and visitors in a prompt and courteous manner.
2. Reviews EMR for the patient's medical history, diagnosis and optical prescription.
3. Checks patient's prescription in current glasses. Documents findings in EMR.
4. Recommends frames and lenses to patients.
5. Educates patients on special lenses features: coatings, base curves, multifocal options, progressive lenses, prisms, transitions and tints.
6. Consults with doctors on a patient's initial contact lens order.
7. Instructs patients in insertion, removal and care of contact lenses.
8. Dispenses all optical products.
9. Makes minor frame repairs on-site. Fits and adjusts frames.
10. Stays current in regional frame trends and merchandise pricing.
11. Communicates with vendors and labs regarding merchandise and lens orders.
12. Maintains a clean and tidy work environment in all areas.
13. Works collaboratively with all staff.

Administrative

1. Maintains inventory control.
2. Assesses insurance coverage to maximize vision benefits for patients.

3. Makes patient appointments to dispense or select frames. Prints the daily schedule in the clinic.
4. Maintains the contact lens order log.
5. Enters charges and payments into EPM, providing patients with receipts.
6. Closes out his or her batch and prepares deposit slip for that batch.
7. Enters inventory into Optik, and tags inventory with correct pricing.
8. Assists in manual inventory checks.
9. Checks voice mail and answers telephone calls and emails from patients.
10. Prepares lens lab orders, redo's, opens deliveries and places frames in patient trays.
11. Scans dispensing information in patient's EMR chart.
12. Prepares purchase orders of supplies needed by the department.
13. Assists in the collection of the patient and vision insurance A/R.
14. Assists in frame selection with frame vendors.
15. Assists in patient recalls.
16. Changes optical dispensary décor and cleans frames and racks.
17. Scans optical paperwork into ICS.
18. Assists in Practice marketing activities, including web site and social media, and other efforts to market the optical department.
19. Can perform all tasks of a Level 1 Business Center employee.

Level 1 Optician Summary

Level 1 Opticians provide the core optical services to the Practice's patients. It is expected that all personnel will perform their duties in a kind, cheerful and courteous manner, thus representing the professional philosophy of the Practice. It is expected that all personnel are dedicated to protecting the confidentiality of our patients and their medical data that is stored in our electronic health records. In addition, there may be occasion when Optical personnel may be need to assist in other areas of the Practice. It is understood that this job description is only a general outline of the position's main

duties and that changes can be made and other duties can and will be assigned.