

Position: Diagnostic Specialist/Surgery Coordinator

Department: Clinical Department

Reports to: Office Manager, Practice Administrator, and Corporate Officer

Job Summary: This person is responsible for performing all ophthalmic diagnostic tests and for maintaining all aspects of our surgeon's surgical schedule on a daily basis. They are responsible for working with the Clinic Director to maintain an efficient and manageable diagnostic schedule and surgical schedule that creates a consistent work flow and maximizes patient volume including: operation room reservations for cataract surgery, miscellaneous surgeries and patient scheduling. They will be the direct contact for equipment cleaning and maintenance inside and outside of the office.

Education and Experience:

- High School diploma
- Previous experience in surgery scheduling
- Computer Background including medical software and web based knowledge.
- Previous experience in diagnostic testing
- Billing and coding certificate and certified in ophthalmic coding, COS

Essential Skills and Abilities:

- Strong mathematical skills
- Proficient in Microsoft Excel, Word and Outlook
- Effective communication with physicians, office manager, administrator, co-workers, business contacts and the public through grammar, telephone and writing.

Personal Skills: Highly motivated, organized with attention to detail, able to handle multiple tasks, able to work under minimal supervision, trustworthy, team player, dedicated, accountable and appearance must be neat and professional.

Diagnostic Tests:

- Auto Refractor
- Cataract Lifestyle IOLs measurements: Standard, Toric, Multi-focal, Toric/Multi-focal
- Corneal Topography
- Tonopen
- Lens Analyzer
- LenStar
- Keratometer and determining base curve for contact lenses/cataract surgery
- Pachymetry / central and six point
- Fundus Photography
- Ultrasound/PPE – Immersion Ultrasound and contact
- Schirmer test (tear production test)
- Visual field analyzer
- OCT (Optical Coherence Tomography)
- Allergy Testing – Scratch Test

Surgery Responsibilities:

- Schedule surgery dates for each facility and doctor including but not limited to:
 - Annual operating room reservations for dates and each doctor
 - Surgery date changes
 - Emergency surgeries
- Schedule Cataract Extraction and other miscellaneous surgeries with patient according to protocol:
 - Informing patient of the process
 - Premium IOL information
 - Surgery pre-cert
 - Time order
 - Medical coding
 - Verify medical necessity
 - Data entry: appointments, information for billers, fax pre-op evaluation, waivers/declinations/consent forms
 - Patient finance program: education and authorizations
- Video set-up for Cataract (premium IOL)
- Answer surgery questions from patients, doctors and facilities
- Surgery cancellation process: patient/practice management system/inform doctor and facility
- Surgery reschedule process: patient/practice management system/inform doctor and facility
- Update surgery protocol: cataract surgery and miscellaneous surgeries
- Bio-tissue ordering and scheduling at facility or in office according to protocol
- Botox ordering/scheduling/handling/disposal according to protocol
- Brightness Acuity Test (BAT)

Miscellaneous:

- Review orders for covered diagnosis for test and insurance for authorization requirements
- Contact Lens Training: Instruction/Dispense - Soft/Gas Permeable Pre-cert verification for diagnostic
- Pre-cert verification for diagnostic tests & procedures & check for medical necessity
- Assisting patient to and from exam rooms, dilation room, optical and testing rooms
- Training new staff on diagnostic tests
- Order/maintain ophthalmic supplies
- Retrieving faxes from Outlook which are sent from triage personnel
- Answer and resolve patient questions and patient messages throughout the day from the clinic department phone
- Complete daily medication refills and prior authorizations for medications not covered by insurances
- Run the daily secure messaging function and reply to patient's messages

Equipment Maintenance: Maintaining ophthalmic equipment according to the manufacturer's guidelines as well as cleaning, maintenance, calibration of ophthalmic instruments and maintaining maintenance logs.

Calibration

- Keratometer
- Tonometer
- Lenstar
- Auto Refractor
- Corneal Topographer

Ophthalmic Equipment inventory

- Maintain inventory of equipment along with service agreements
- Update when new instrument/retired or disposed instrument

Maintenance

- Calling tech support when problems arise
- Replacing of bulbs and batteries as needed
- Clean equipment based on manufacturer schedule