

Job Description Clinical Manager
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Reports to
Administrator

Summary of Responsibilities

Responsible for non-physician patient care, physician support and efficient flow of clinical activities. Job will be a mix of management, training and hands on patient care. Position requires a good understanding of the practice of ophthalmology including its interaction with related entities such as surgical centers and referral providers. Knowledge of ophthalmic instrumentation and its proper care and usage needed. Ability to assess common safety hazards and take precautions to establish a safe work environment required. Ability to communicate with patients, physicians, direct reports, fellow managers, other co-workers and administration is critical. Must be willing to help in all areas, including special projects, and understand the need for efficient use of time.

List of Responsibilities/Duties

Personnel

1. Manage orientation and training programs for technicians. Work closely with doctors, Administrator and Managers in the hiring and, if necessary, termination of technicians.
2. Insure technicians' understanding of Eye Surgeons and Physicians mission and objectives and importance of attitude, attendance, accuracy, appearance, aptitude in achieving our objectives.
3. Seek technician input regarding clinic operation, policies and procedures. Resolve concerns and grievances, if possible, or refer unresolved problems to Administrator.
4. Delegate to and empower technicians to achieve patient satisfaction within operating polices.
5. Direct the conduct of oral and written performance evaluations and regular salary reviews.
6. Monitor technicians performance and take appropriate action to assure quality performance and quality improvement.
7. Monitor and control overtime and technicians absences.

Technical

1. Promptly and professionally assisting the doctor in patient care.
2. Performing technical workups, patient interviews and special testing.
3. Communicating with patients regarding follow-up care, surgeries, procedures, changes in schedule, symptoms, etc.
4. Maintaining and cleaning all equipment being used.
5. Returning phone calls to patients and pharmacies in a timely manner.
6. Assisting in minor procedures.
7. Maintaining patient confidentiality.

Patient and Referring Physician Satisfaction

1. Monitor patient satisfaction and present periodic reports to the Management Team.
2. Make recommendations for improving patient satisfaction.
3. Monitor the ease of access by referring physicians and promptness of letters to referring physicians, and make periodic reports to the Management Team.

Medical Records

1. Ensure the confidentiality of medical records.
2. Ensure accurate, appropriate and timely completion of patient records by technicians.

Resource Utilization

1. Manage the day-to-day utilization of clinic business resources to achieve optimal efficiency and effectiveness in the clinical area, including personnel, facilities, equipment, records, and supplies.
2. Monitor the Equipment Coordinator's duties with facilities and equipment maintenance and repair.
3. Monitor the purchasing of clinical supplies and services to assure that the clinic is obtaining the most competitive prices.

Committees and Meetings

1. Attend regular Management Team meetings and other committee meetings, as requested.
2. Prepare and present periodic reports, findings and recommendations regarding technical operations to the Management Team.
3. Hold department meetings monthly.

Duties and responsibilities may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing.

Minimum Education Requirements

- High school diploma or GED
- Previous experience or training in this or similar position.
- Successful completion of JCAHPO Certified Ophthalmic Assistant requirements.

Minimum Demonstrated Skills

- Efficiently and accurately interviews patients and documents histories.
- Demonstrates working knowledge of eye anatomy, disease, symptoms and ocular meds.
- Accurately performs:
 - Refractions w/ retinoscopy
 - Lensometry
 - Keratometry
 - Tonometry

- Visual Fields
- Amslers
- Muscle Testing
- Pupil Exams
- Topography
- OCT
- IOL Master / Ascans
- Fundus Photos
- Has a working understanding of fluorescein angiography.
- Has basic knowledge of contact lenses.
- Utilizes proper eye drop technique and sterility.
- Understands and uses proper sterile technique.
- Utilizes proper universal precaution procedures.
- Understands characteristics of common anterior segment disorders and oculoplastic conditions.
- Understands and communicates well to patients about cataract and oculoplastic surgery.
- Understands and communicates well to patients about LASIK parameters.
- Understands and follows procedures for surgical and procedural consents.
- Displays consistent professionalism.
- Is energetic and empathetic with patients.
- Consistently display positive rapport with fellow employees and associates.
- Cooperates with Administrator and physicians.
- Scribes readily when doctor desires.
- Demonstrates flexibility in job assignment.
- Demonstrates initiative in accomplishing practice goals.
- Maintains certification.

Physical Demands

- Must be able to stand for long periods of time.
- Must be able to write.
- Must be able to hold arms at shoulder height.
- Must be able to communicate via phone.
- Must have manual dexterity to work with ophthalmic equipment.

The American with Disabilities Act requires that responsible accommodations be made for qualified individuals to help perform the required duties and tasks of the position. Please let us know at the time you apply for the position if you will need any special accommodations.

I have read and understand my Job Description

(Employee Signature)

(Date)