



## Job Description

Job Title: Clinical Office Manager (canfield Office) Status: Exempt (Salary)

Reports To: Clinical Director/Practice Administrator

Date: October 1, 2018

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**Position Summary:** Performs a variety of clinical and administrative activities as the clinical office manager to assist the Clinical Director, physicians and practice overall. The Clinical Office Manager is responsible for maintaining and overseeing the physician surgery schedule for their office. This position is responsible for the oversight of the daily clinical operations of the assigned VRC office and other locations as needed. Responsibility includes being a reference and/or guide for the trainer when it comes to maintaining VRC's Ophthalmic Technician Training Program for all clinical employees including new hires. Seamlessly cross-covers other clinical and administrative positions as needed. Helps to maintain the overall efficiency of the clinic and office. Promotes an atmosphere conducive to teamwork and a high level of patient satisfaction.

### **Examples of Duties and Responsibilities:**

- Performs scribe duties – assisting physicians during patient exams and procedures. Records physician's findings in chart/electronic medical record as appropriate. Writes (or sends electronically) prescriptions as indicated by physician. Reviews medication instructions, positioning requirements, etc., answer questions for patient as appropriate.
- Escort patients as they move throughout office (from reception area, to work-up room, to dilating area, to exam room, to laser or special testing rooms, to check-out). Assist patients with mobility problems, wheelchairs.
- Schedules patients for surgery, and pretesting, coordinating with patient, hospital, other physicians and surgeons, as assigned.
- Monitors medical phone messages needing attention. Routes/answers/returns patient phone calls as appropriate, and in a timely fashion.

- Helps Monitor inventory of medications and medical supplies, ordering as needed to maintain appropriate inventory levels. Periodically obtains competitive quotes for these items routinely purchased, to ensure best pricing and terms possible.
- Along with and under the direction of the Clinical Director, develops and maintains safety programs for the practice, including OSHA, emergency preparedness, and others as appropriate. Maintains appropriate documentation for these programs.
- Assists Clinical Director, Practice Administrator and Physicians in the development of clinical policies and procedures. Provides staff instruction for these policies and procedures as appropriate.
- Works as an ophthalmic tech or ophthalmic photographer as necessary for the efficient care of patients in the office. Performs other diagnostic testing as needed (ocular coherence tomography, ultrasonography, visual fields, electrophysiology, etc.)
- Performs other duties as necessary to ensure the smooth flow of work/patients in the office.
- Conducts training needs analysis to gather information and target future training opportunities. Continuous evaluation of current training program for relevance and successful outcomes.
- Provide assistance to the tech trainer in regard to maintaining and administering training assessments, reviewing results, and providing recommendations for training improvement.
- Coaches and facilitates the professional development and clinical abilities of clinical staff.
- Responsible for all tasks listed in the VRC Nurse Manager/Office Manager Checklist

#### **Other Responsibilities and Expectations**

- Promotes an atmosphere conducive to teamwork and a high level of patient satisfaction at all times.
- Communicate with patients, family members, physicians, co-workers, and the public in a respectful, helpful and courteous manner at all times.
- Maintain patient and practice confidentiality at all times, communicating sensitive information only to those who should, by nature of their job/authority, receive it.
- Establish and maintain effective working relationships with all physicians, co-workers, patients, and the public.

- Makes recommendations for enhancements to patient care, customer service, overall practice efficiency and/or employee relations.
- Follow the VRC Standards of Conduct and the VRC Corporate Compliance Program(s) at all times. Conduct all actions with regard to VRC patient care and business in a confidential, legal and ethical manner.
- Travel to all VRC office locations and outreach locations.

**Qualifications:**

- High school graduate. RN, COA, COT, CMA, or RMA certification preferred.
- Minimum of 3-5 years of continuous experience in the medical field.
- Ability to read, understand and follow oral and written instructions; able to follow multiple practice policies.
- Ability to professionally communicate with patients and co-workers.
- Ability to speak clearly and concisely.
- Ability to use correct grammar, correct spelling and punctuation usage required in notes and emails.
- Ability to multi-task.
- Knowledge of how to utilize outlook, email, word, excel, and electronic health record (EHR) programs.
- General knowledge of utilizing office equipment, computers, copier, fax, scanner.
- Previous experience in a physician office setting
- Organize and prioritize responsibilities while remaining flexible to changing demands.
- Ability to meet deadlines and work under pressure with minimal supervision
- Strong analytical skills and attention to detail

**Physical Demands:**

- Work may require standing for long periods of time.
- Occasionally lifting files or paper.
- Operating a computer, keyboard, a calculator, telephone, copier, fax, scanner or other such office equipment through a normal business day.
- Vision must be correctable to 20/20 for viewing information on computer screen and reading information in a paper format.
- Hearing must be in the normal range for telephone contacts.
- Will require viewing computer screen and typing on a keyboard for periods of time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This job description is intended to provide a basic guideline for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as necessary.

**Signatures:**

Employee: \_\_\_\_\_ Date: \_\_\_\_\_

Office Manager: \_\_\_\_\_ Date: \_\_\_\_\_