Job Description

Job Title: Optometric Clinic Receptionist
Department: Optometry Clinic
Reports To: Debbie Clermont
Jobs Reporting: None
Salary Grade: USG 4
Effective Date: November 2017

Primary Purpose
The School of Optometry and Vision Science provides a clinical facility for the education of Optometry undergraduates and residents at the University of Waterloo. In addition, it provides comprehensive optometric service to the general public, including special populations through in-house and external patient care. Approximately 180 third and fourth year students are rotated through the various areas of the Optometry Clinic (including the satellite clinic) each academic year with approximately 20,000 patients seen annually.

Responsibility ranges from answering phones, booking appointments and verifying patient information to assisting with tasks that promote quality patient care and ensure the smooth operation of the clinic. The Optometry Clinic (including the satellite clinic) is a computerized environment, using an electronic scheduling, billing and medical records systems. The incumbent works within a team and may be assigned responsibility for various tasks related to the provision of optometric patient care. The incumbent will have frequent contact with optometrists, opticians, patients and optometry students. The incumbent will be designated specific assignments but can be expected to rotate assignments as needed.

The incumbent must adhere to PHIPPA and FIPPA legislation.

Key Accountabilities

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<th>Reception</th>
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<tr>
<td>• Handle incoming telephone calls to the Optometry Clinic in a friendly, knowledgeable and courteous manner.</td>
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<td>• Prepare and manage the electronic schedule in Visual-Eyes (VE) and schedule appointments in accordance with Optometrist availability and appointment criteria. This includes assigning Optometrists and student interns to clinic rooms.</td>
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<td>• During regular clinic hours, triage emergency calls, notify the on-call Optometrist of emergency calls and book appointments as per Optometrist's direction.</td>
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<td>• Make confirmation calls to patients scheduled in the clinic and notify patients of any fees associated with the services provided. Attempt to fill any openings due to cancellations.</td>
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<td>• Verify the eligibility of OHIP coverage for all patients scheduled using the IVR system.</td>
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<td>• Receive patients in the clinic; notify doctors and interns of patient arrival.</td>
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<td>• Follow up with patients who do not show for their appointment in a timely manner to initiate another appointment booking.</td>
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<td>• Maintain a computerized recall system and contact patients to book a recall appointment.</td>
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- Receive payments in accordance with the financial policies and procedures of the Optometry clinic and the University.

**Administrative/Records Maintenance**
- Prepare files for daily appointments for all patients.
- Process patient files in a timely manner and in accordance with the clinic policies and procedures. This includes checking any follow up appointments or invoicing/billing concerns and notifying the appropriate person.
- Ensure patient record is up-to-date by verifying patient personal information at time of appointment booking or at check-in/arrival to appointment.
- Maintain and record patient statistics and clinician attendance records.
- Provide clerical support in accordance with clinic policies and procedures.
- Assist with preparation and distribution of student evaluations in the electronic student evaluation system (ESES) or paper evaluation forms.
- Order, monitor and maintain supplies, products or equipment required for use in the clinic.
- Assist with the ordering and or dispensing of spectacle and/or contact lenses and other products required to provide appropriate care for patients.
- Assist with the annual fiscal year-end Optometry Clinic inventory count.
- Assist with the organization of special activities in the clinic such as lunch and learn sessions.

**Communication**
- The incumbent will respond to inquiries from patients, interns and doctors in a professional, knowledgeable and helpful manner.
- The incumbent will be required to interact with faculty, clinical supervisors, other health care practitioners and third party agencies.

**Support Clinic Staff, Optometrists and Students**
- Assist clinic supervisors and students working in the clinic in an appropriate manner. This could include tasks from assigning patients and clinic rooms to assisting with ocular tests.
- Assist with orientation sessions at the beginning of student rotations.
- Assist with training new employees on the daily job requirements and the EMR system (VE).

**Required Qualifications**

**Education**
- Medical Secretarial diploma, medical terminology course, optometric assistant diploma and/or equivalent experience required

**Experience**
- Must have recent/previous work experience in a health care facility preferably in an optometric setting
- Basic experience of OHIP billing as it pertains to optometric care is required
- Working experience of an electronic records system, Visual-Eyes is preferred

**Knowledge/Skills/Abilities**
- Basic experience with MS Word, Excel and PowerPoint
- Experience working independently with minimal direction
- Strong interpersonal skills
- Proven attention to detail
- Ability to perform in a fast-paced and varied environment
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**Nature and Scope**

Contacts: All staff working within the clinic must be sensitive to the needs of both students and patients. In addition the incumbent will be required to deal with personnel from ophthalmology practices and local optometric practices within the community.

Level of Responsibility: The role requires that the incumbent provide functional direction to the interns and clinicians with all things related to patient appointments both regular and emergencies.

Decision-Making Authority: The Optometry Clinic Receptionist is required to work independently with minimal direction from the Clinic Administration. The incumbent makes straight forward decisions based on adequate information while applying explicit guidelines and procedures. The incumbent is expected to support and act on decisions made within the clinic.

Physical and Sensory Demands: This position has minimal demands typical of an administrative position within an office environment. The Optometric Clinic Receptionist will sit, stand or walk to accomplish this position. Occasionally, physical exertion may be required to unpack and distribute deliveries of products or supplies.

Working Environment: The University of Waterloo Optometry Clinic is located on the north campus.

The University of Waterloo Optometry clinic is open Monday, Wednesday, Friday from 8:00 a.m. until 6:00 p.m. and Tuesdays and Thursdays from 8:00 a.m. until 9:00 p.m. Some Saturdays may be required. Employees will be expected to accept work assignments within that time frame. Normally rotations will be organized, but from time to time it will be necessary for the Clinic Administrator to assign alternate hours.

Specific duties of the position may change according to clinic needs.