
Carolina Eye Associates, P.A.

Notice of Position Opening

Patient Care Supervisor

Center: Greensboro
Status: Full-Time (Hours can vary from approximately 6:30 AM – 7:00 PM)
Reports to: Practice Manager

Job Summary:

Manage all aspects of Patient Care needs for assigned doctors. Work as clinical technician. Work as team leader for assigned doctor when applicable. Supervise personnel in department.

Job Responsibilities:

1. Knowledge and ability to functions as an ophthalmic technician in the following areas:
 - Screen Process.
 - Scribing for doctors.
 - Assisting doctors utilizing aseptic technique.
 - Preparing and administering medications.
 - Performing special studies such as visual fields.
 - Performing desk assistant task.
 - Working up patients.
2. Document accurate ICD-10 and CPT coding.
3. Coordinate and work with other personnel (within CEA as well as in community) for patient testing and referrals.
4. Interact with Practice Manager, Appointment and Surgery Schedulers to maintain efficient patient schedules.
5. Interact with physicians to obtain new equipment, develop clinical forms, develop or revise patient education materials and any other situations as needed.
6. Supervise, coach and evaluate assigned employees in the patient care department.
7. Serve as team leader for physician's clinic when applicable and schedule team work assignments and lunch breaks.
8. Prepare and distribute weekly and daily staff schedules and assignments if requested.
9. Oversee patient flow, including work in patients.
10. Serve as trainer and as resource to other personnel.
11. Handles issues with patients, difficult clinical tasks, and assists in resolving interpersonal disputes.
12. Review and audit pre-op charts for surgeons if applicable.
13. Provide patient instruction and education.
14. Perform phone technician duties, involves using good judgement, decision making skills, and ability to triage patient calls.
15. Maintain patient confidentiality.
16. Perform other duties as requested.

Education and Experience:

High school diploma, 5 years ophthalmic patient care experience, requires JCAHPO COT certification or equivalent education and training.

Performance Requirements(Knowledge, Skills, & Abilities):

- Ability to work flexible hours, overtime (more than 8 hours per day or more than 40 hours per week), and occasional Saturdays as necessary.
- Ability to travel (personal vehicles may be required) and work at other Carolina Eye office locations as necessary.
- Ability to attend departmental training classes scheduled other than normal business hours.
- Ability and initiative to learn on the job as well as independently.
- Maintain COT level of JCAHPO certification.
- Ability to operate ophthalmic equipment typically found in an Ophthalmology practice such as, but not limited to, slit lamp, phoropter, lensometer, keratometer.
- Ability to effectively use a computer and keyboard.
- Ability to perform CPR.
- Demonstrate skill in exercising good judgement, discretion, decision making, and problem solving.
- Ability to relate to a broad range of patients and personnel in a friendly, outgoing, and positive manner.
- Ability to communicate effectively and professionally verbally and in writing.
- Must accept training for, and comply with, CEA's OSHA and Infection Control Policies and demonstrate ability to use aseptic technique.
- Must be able to comply with CEA's personnel policy manual, compliance manual and HIPAA policies.
- Professional uniform attire required. (Dress code policy in handbook).

Typical Physical Requirements:

Requires ability to meet physical demands of standing for extensive periods of time, documenting charts and forms in standing or sitting position, pushing patients in wheelchairs, assisting patients while walking. Requires ability to reach and stretch while using equipment or assisting physicians. Requires the ability to perform duties in confined work areas. Requires normal visual acuity and hearing.

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Carolina Eye Associates reserves the right to change or modify job duties & essential functions at any time. Note further that the above list of job duties and essential elements is an attempt to adequately describe this position, but cannot be considered to be an exhaustive list.