

**Bond Community Health Center
1720 South Gadsden Street
Tallahassee, Florida 32301**

POSITION: Quality Outcomes/Retina Vue Examiner

DEPARTMENT: Quality Outcomes and Utilization

REPORTS TO: Quality Outcomes and Utilization Manager

COORDINATES WITH: Medical Records, Nursing Staff, Billing Department, Outreach Department

POSITION SUMMARY

The Quality Outcomes Retnia Vue Examiner will assist with data collection and making initial contact via telephonic services and mail services. The Quality Outcomes Retina Vue Examiner will possess a clinical background in order to participate and lead customer service health events to promote proactive health care. Schedule and perform diabetic eye exams.

QUALIFICATIONS

EDUCATION/TRAINING, CREDENTIALS AND EXPERIENCE

1. High school graduate or GED.
2. Medical Assistant/ Nursing Assistant Certification desired, or equivalent experience.
3. Minimum of one-year experience in a medical clinic.
4. Good hand and eye coordination with attention to details.
5. Some knowledge of the insurance industry and data collection.
6. Excellent customer service skills including the ability to use independent thinking and sound Judgement
7. A basic functional and demonstrated knowledge of computers.
8. Able to be teachable, trainable, and ability to follow instructions.

KNOWLEDGE, SKILL AND ABILITY

1. Knowledge of and familiarity with insurances;
2. Knowledge of and familiarity with all Quality Outcomes Data Reporting requirements;
3. Knowledge of organizational policies, procedures and systems, with the ability to effectively communicate and implement them;
4. Knowledge of computer systems and software applications (MS Word, Excel, etc.)
5. Skill in planning, organizing, and meeting reoccurring deadlines (time management).

6. Strong skill gathering and interpreting data.
7. Strong skill in verbal and written communication.
8. Skill in researching, preparing, and presenting comprehensive reports.

RESPONSIBILITIES:

- Responsible for ensuring that the tools for examination are kept clean and stored properly for use.
- Preparation of examination and treatment rooms.
- Performing retina vue exams as trained.
- Coordinates patient scheduling and documents appointment cancellations and “no-shows” on the daily appointment schedule and in the respective medical record.
- Ensures efficient and timely data collection and reporting requirements.
- Implements, supports, and ensures compliance with organizational policies and procedures.
- Verifies, and where necessary, inputs changes in demographic, insurance, and other information for return patient appointment calls.
- Recall patients that has missed appointments or non-compliant patient at the provider’s discretion.
- Participate in continuous in-service training and attend area staff meetings/daily huddles.
- Perform basic office duties.
- Send letters to inactive patients.
- Maintains a neat and professional appearance.
- Demonstrates commitment and dependability
- May be required to perform other duties as assigned or to perform other duties as necessary.

INTERPERSONAL CONTACTS:

- Position requires interaction with patient, and all departments and staff.

RESPONSIBILITY FOR CONFIDENTIAL MATTERS:

- Position is exposed to confidential records and allows knowledge of personal personnel information; administrative information and all work of this position must be handled in a highly confidential manner.

EFFECT OF ERRORS:

- Errors can expose the Center to embarrassment and liability.

HOURS OF WORK: A minimum of 40 per week and as needed.

SALARY RANGE: As specified in Notice of Hire.

My signature indicates that I have reviewed this job description with appropriate Bond CHC

Staff and I understand the expectation identified above.

Employee Name (Please Print): _____

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____