

Title: Patient Care Specialist – Optical

Reporting: Chief Operating Officer

Qualifications

Education: High School Diploma or GED Certificate (College courses/continued education preferred)

Licenses: N/A

Experience: Medical office or optician experience preferred but not required

Job Requirements & Skills

- Organized, detailed, able to multitask, and have good investigative/problem resolution skills
- Very good computer skills, especially including but not limited to MS Excel and MS Outlook
- Dependability, consistency in attendance and punctuality
- Good written and verbal communications
- Good phone etiquette using proper English
- Self-motivated, ability to take initiative and prioritize daily workload
- Ability to work independently yet be a team player, with little supervision
- Effectively operate office equipment
- Ability to pass pre-employment and random drug/alcohol test, and background check

Duties & Responsibilities

- Coordinate the scheduling of optometry services to customers
 - Create and maintain service calendar
 - Obtain and maximize doctors monthly availability
 - Schedule facilities appropriately given recall and insurance frequency requirements
 - Confirm appointments a month in advance and obtain censuses 3 weeks in advance
 - Maintain patient scheduled and encounter counts on the calendar
 - Maintain calendar color code methodology to track status
- Schedule consenting patients for optometry services
 - Create preliminary patient lists and email to doctors, customers and insurance verification resources 2 weeks prior to appointment
 - Create final patient lists and email to doctors & customers 3–5 days prior to appointment
 - Maintain list-making documentation from census to census
 - Maintain paper folders/files
 - Communicate missing paperwork to customers
 - Maintain electronic file storage and naming conventions
 - Process all add-on requests
- Assist with all customer concerns, requests, and resolving problems
- Answer phones professionally and handle or transfer appropriately
- Assist other team as needed with obtaining censuses, consents, orders, and patient lists
- Complete special projects as requested

Performance Measurements

- Represents Mobile Care Group in a professional way
- Accuracy and timeliness of compliant preliminary, final patient lists, and add on requests
- Accuracy and timeliness of service calendar and related tracking file updates - color code, scheduled counts and encounter numbers
- Accuracy and timeliness of special projects, paper folder system, response to team assistance
- Customer satisfaction surveys
- Increased encounters month over month
- Dependability, attendance, interact professionally with customers and team members