



Ophthalmic Scribe or Certified Ophthalmic Assistant (COA)

[Retina Los Angeles](#)

Los Angeles, CA

Job details

Job Type

Full-time

Benefits

Health insurance

Dental insurance

Vision insurance

Life insurance

Sick, Vacation and Holiday Pay

401(k)

Full Job Description

Overview

How can we make your day? At Retina Los Angeles, our goal is to provide world-class eye care and exceptional customer service to our patients. We believe that teamwork is very important and that when we work together, we can achieve amazing things.

We are looking for team players with a strong work ethic and positive attitude – these attributes are more important to us than experience. We encourage and support an environment of teaching and growth for our staff.

We invest in creating a positive work environment, where you might follow your career goals and grow, so that together we can take exceptional care of our patients.

Responsibilities

Located in sunny Los Angeles, our physicians are leaders in patient care, education, and research. We provide the highest quality eye care to a diverse group of patients, from premature infants to children to adults of all ages. Our physicians are Ophthalmologists (eye doctors) with subspecialty training in Retina.

The Retina is the back part of the eye. Like the film of a camera, it is the final place where light (or an image) is processed before traveling to the vision center of the brain. We take care of patients with a wide array of vitreoretinal conditions, and we enjoy teaching our patients and our staff about the cause and treatment of these conditions, using the latest research and highest quality, cutting-edge diagnostic imaging equipment.

You will contribute as an essential member of our team-first approach to collaborative medicine. You will benefit by learning in an environment where empathy and education are fostered and supported. We all work together to prevent health care errors and strongly emphasize patient safety and high-quality care. Team members are encouraged to communicate and to work together to support quality improvement.

Our mission is to restore and protect our patients' vision. We feel it is very rewarding to work on a team where we strive to prevent blindness and take care of others.

Our Ophthalmic Scribes and Certified Ophthalmic Assistants provide assistance to our Ophthalmologists by performing clinical and administrative tasks required to effectively handle the day-to-day function of our practice. This job performs Ophthalmic Scribe or Certified Ophthalmic Assistant (OA) duties, including and not limited to those described below.

Principal Responsibilities:

- Reviews work-up of patient and fills-in gaps in charting.
- Possesses basic knowledge of eye anatomy and a desire to learn more about the anatomy of the retina and its function.
- Accompanies physician into exam rooms and uses knowledge of the eye to record exam findings, diagnoses, and treatment plans based on the physician's communication of findings and treatment options with the patient.
- Completes a comprehensive medical record in the electronic medical record system for each patient in concert with the physician.
- Assists physician with routine exams, treatments, and any emergency procedures.

- Possesses basic knowledge of typical CPT common to Retina or the desire to learn this coding.
- Ensures all charting elements are accurately completed and completes superbills and billing orders as directed by the physician.
- Observes the interaction between the patient and the Ophthalmologist and actively anticipates any potential needs of the patient and Ophthalmologist, including assisting with patient's positioning at the slit lamp or repeating or writing out Ophthalmologist instructions for the patient, as needed.
- Hands out appropriate education materials to the patient as directed by the physician.
- Assists patients with any physical limitations, such as lowering the exam chair for the patient, and moving equipment out of the way, such that the patient can safely exit the room.
- Actively anticipates needs of the clinic to optimize patient flow. For example, if there is a bottleneck that can be addressed, such as by temporarily assisting with checking visual acuity, dilating patients' eyes, or performing diagnostic testing, our Ophthalmic Scribe will help address the bottleneck.
- Educates patients on common retinal diseases and the management thereof, under the direction of the physician.
- Communicates with all team members, including the front office and back office staff, in order to ensure optimal patient flow and exceptional patient customer service. Our Scribes serve as a central piece to the communication and function of the medical care of the office and serve as the "right-hand of the physician."
- Possesses basic knowledge of surgical consents and scheduling emergency cases or if a surgery coordinator is unavailable at the time the need for emergency surgery arises.
- Ensures proper follow-up appointment information is communicated accurately to the patient and the front desk.
- Double and triple checks that correct drug authorization has been obtained prior to setting up the drug on the tray for the physician to perform an intravitreal injection. Communicates immediately with physician and authorizations staff if there is a potential issue with an authorization.
- Communicates physician instructions to the patient and other medical offices as directed. Faxes letters and clinical summaries to referring providers, as directed.
- Possesses knowledge of or desire to learn about common ophthalmic medications and their side effects.
- Completes forms in a timely manner, including DMV forms, disability forms, insurance authorization requests, and drug assistance programs for patients.
- Possesses knowledge of or desire to learn practice management system, including but not limited to: scheduling a new and existing patient, viewing appointments and insurance information, and printing a charge slip for patient.

- Notifies physician of changes to the daily schedule and same day emergency add-on patients.
- Understands and utilizes drug inventory system for dispensing and removing medications, performing end-of-day drug inventory count, and running basic reports.
- Possesses a willingness to stay late or work on weekends and perform on-call duties with the on-call physicians after hours and on weekends.
- May perform additional tests including, but not limited to: Optical Coherence Tomography (OCT), Heidelberg Retina Tomography (HRT), Fundus Autofluorescence (FAF), Fluorescein Angiography (FA), Indocyanine Green (ICG) Angiography, A- or B-scan ultrasonography, Ultrasound Biomicroscopy (UBM), or Visual Field testing.
- Assists Ophthalmologist with in-office procedures, as appropriate and based on level of experience and training.
- Administers eye medications as prescribed by the Ophthalmologist.
- Works together with Ophthalmologist to educate patients on their condition and treatment.
- Provides patient counseling regarding proper use of eye drops. Distributes and works together with Ophthalmologist to explain pre- and post-procedure guidelines.
- Performs telephone triage to assess urgent versus emergent versus routine patient needs and schedules appointments to meet the needs of the patient.
- Returns patient phone and electronic messages and triages urgency.
- Communicates with Ophthalmologist regarding phone calls and messages.
- Assists Ophthalmologist with building the clinic schedule and adding urgent cases as needed.
- Ensures all patient / physician communication messages and requests are answered daily in a timely manner. Accurately documents communications in the EHR system.
- Follows up on patient referrals and lab orders.
- Assists Ophthalmologist in further coordinating care and follow-up of patients.
- Prepares trays for procedures, including intravitreal (intraocular) injections.
- Washes and cleans patients' eyes after procedures.
- Cleans exam rooms after patient care. Conducts area sweeps before, during, and at the end of day to ensure that the patient care area is at the practice's high standards.
- Cleans instruments in preparation for instrument sterilization.
- Inspects instruments periodically for damage and requests replacements as needed.
- Closes rooms at the end of the day.
- Works with physician to prescribe medications electronically and assists with monitoring prescription refill requests.

- A high level of professionalism and trustworthiness are expected.
- Performs all other duties as assigned, which may include assisting in other departments within Retina Los Angeles.

At Retina Los Angeles, we currently offer the following benefits to the Ophthalmic Scribe or Certified Ophthalmic Assistant position:

Base Pay: \$20.00 - \$25.00 per hour commensurate with qualifications and experience

- Competitive starting wages
- Performance-based raises
- Training to grow within the practice
- Paid holidays, vacation, and sick time
- Medical, Dental, and Vision Insurance plans
- Employer paid life insurance
- 401(k) retirement program
- Tuition Assistance for career growth and development
- Employee Assistance Program (EAP)

Our 3 most important service principles at Retina Los Angeles are: exceptional patient Care, Customer service, and Communication.

Our Team-First Philosophy is: "Restore. Lead. Advocate. Together, we can achieve amazing things."

- Candidates who are efficient, reliable, professional, detail oriented and organized, with the ability to communicate and work well with others are encouraged to apply. Prior experience in eye care is not required. A healthcare career track is a plus but not required. Ability to communicate in multiple languages is a plus but not required.
- COVID: Patients and staff are required to wear a mask in clinic. Staff are required to be vaccinated unless applying for an exemption.
- Employment offers are contingent upon a background check and pre-employment drug screen.

Schedule

- 8-hour shift
- Monday to Friday
- Overtime
- One location at this time. Travel to additional locations may be required in the future.

Qualifications for Ophthalmic Scribe or Certified Ophthalmic Assistant position:

- Strong work ethic and the desire to take great care of and provide great customer service to patients is a must.
- Positive attitude and the capacity for empathy are desired.
- Strong interpersonal and communication skills, or the desire to attain these skills, is preferred.
- Ability to handle confidential matters and adhere to HIPAA guidelines.
- High School/GED preferred.
- JCAHPO Certified Ophthalmic Assistant (COA) or Certified Ophthalmic Technician (COT) is a plus.
- 1 year working in an ophthalmology or optometry practice is a plus.
- The ability to communicate in multiple languages is a plus.
- Working knowledge of anatomy, pharmacology, medical terminology, sterilization techniques, and basic eye care is a plus.
- Understanding of ophthalmic testing and the use of ophthalmic instruments and equipment is a plus.
- Basic skills in operating a computer and office equipment is required.
- Strong organizational skills are preferred.
- Ability to make chart documentation with entry into electronic medical record is required.

Just as Retina Los Angeles is dedicated to improving the quality of life of our patients and the health of our community, we are dedicated to your professional career development. With a great range of benefits that includes a comprehensive compensation and benefits package, and the opportunity to live and work in beautiful Southern California, we hope that you will find that a career with us is a rewarding and fulfilling opportunity.

If you need assistance with this application, please contact (818) 578-0004 or email careers@retinalosangeles.com.

Retina Los Angeles is an equal opportunity/affirmative action employer.