



**LAC COURTE OREILLES
COMMUNITY HEALTH CENTER**
13380 W Trepania Road • Hayward, Wisconsin 54843-2186

Telephone: 715-638-5100
Administration Fax: 715-634-6107
Medical Records Fax: 715-634-2740

Position: Optical Retail/Medical Transportation Specialist

Location: Lac Courte Oreilles Community Health Center

Hours: Monday-Friday 8:00am-4:30pm Full-time or as assigned

Salary Range: Negotiable

Posting Date: July 16, 2020

Closing Date: July 29, 2020

Description of Position:

The Optical Aid/Medical Transportation Specialist will be the initial point of contact for patients calling or reporting to the clinic for transportation needs. Manage the scheduling of patient transportation appointments outside of the LCO Health Center (look at who needs to be transported at what time to what destination). You will gather information from patients for payment and billing purposes; recognize those patients qualified for alternate billing resources; ensure all patient information is accurate and up to date at all time. Will be in charge of the intake and processing of all patients in the Patient Registration system. It is very important this position sets a positive tone for the entire patient encounter. Handle all aspects of an Optical Aid by performing clerical duties and assist patients with their eyewear. Assisting patients' with access to care will be the most important on-going priority of the individual. The Optical Aid/Medical Transportation Specialist will provide family orientated care in a high quality environment; while fostering innovations that utilize available resources that improve the overall well-being of our community.

Qualifications:

- High School Diploma or Equivalency Required
- Associates Degree in the Medical or related field required
- Knowledge of patient registration software required
- At least 2 years worked in a Patient Registration setting preferred
- Familiar with medical terminology required.
- Intermediate to advanced computer and data entry skills required

- Must be reliable, detail-orientated person who is able to work independently
- Excellent personal skills and be comfortable working with patients in a clinical environment is required
- Sensitivity to confidential matters is required.
- Mantoux TB test current
- Completed Hepatitis B series
- Obtain and maintain CPR training certification
- Be able to lift 25 pounds
- Valid WI Driver's License Required
- Valid Vehicle Insurance with required coverage per Tribal Policies
- Must be able to pass pre-employment drug screen and random drug screen throughout employment.
- Must be able to pass a background check
- Ability to maintain confidentiality and observe all requirements of the Federal Privacy Act and HIPAA regulations directing patients to the appropriate source for release of Protected Health Information.

Major Duties and Responsibilities:

1. To have good time management and organizational skills.
2. Communicating clearly and interact well so that all parties involved know what is going on.
3. Always be thinking ahead to anticipate potential problems, such as allowing extra transportation time during stormy weather.
4. Managing time wisely both to be an effective employee and to spot ways in which transportation routes and procedures could be improved.
5. Continually Display a commitment to teamwork since the job entails contact with a variety of people.
6. Promote LCO-CHC health topics and services available and upcoming LCO-CHC events.
7. Participate in Quality Improvement efforts.
8. Complete MTM referrals on those with MA/MC, with assistance by reception for portal verification (name, DOB).
9. Maintains Transportation records and documentation of safety by following policy and procedures of the LCO-CHC.
10. Document completely on transportation intake form for each call/or request with time, date, and signature.
11. Record keeping of the submission of all gas/maintenance receipts and odometer readings from the Transportation drivers for each vehicle.
12. Maintains compliance with all LCO-CHC policies and procedures.
13. Will work with patients to update their demographic and insurance information in the electronic record when patient is present for appointment. Ensure all patient information is accurate and up to date at all time. Accurately schedule patient appointments when needed, for which they need to be seen.
14. Register all "new" patients to be seen in the clinic and updates "established" patients through the Electronic Health system.
15. Will assist patients with health questionnaires and surveys.
16. Answer all related phone calls made to the clinic, screens and transfers calls to the appropriate staff.
17. Collect insurance copayments as needed.

18. Ensuring completion of paperwork, sign-in and security procedures.
19. Manage the scheduling of all patients needing transportation outside from the Health Center.
20. Exceed Customer Service by ensuring scheduled patients will be picked up for their appointments in a timely manner. Confirm pickup service time and that services are still needed.
21. Report to the PRC department if a patient cancels or reschedules their appointment.
22. Reach out to MTM on the patients behalf. Advocate for MTM.
23. Ensure that the referral process is followed for patients being transported to appointments.
24. Ensure that the Transportation policies and procedures are in place and followed.

25. Optical Retail Aid duties:
 - Ensure patients are due for exam and review process of obtaining exam, ordering, etc.
 - Handle all aspects and ensure all visits are electronically scheduled and visits are recorded in the Electronic Health Record.
 - Process payments and maintain records of transactions.
 - Order optometric supplies and maintain the inventory for optical.
 - Order lens prescriptions for patients as well as help patients select frames and adjust those frames until they fit comfortably. You'll also instruct patients on the use and care of contact lenses and spectacles.
 - Provide patients with fitted eyeglass frames and contact lenses.
 - Help repair eyeglass frames when needed.

26. Ability to prioritize assignments and daily job duties.
27. Ability to work independently.
28. Responsible for reporting Adverse Incidents.
29. Participate on the Incident Command Team as assigned by management.
30. Any other duties assigned by Medical Transportation Supervisor.

Supervision and Guidance:

The Optical Retail/ Medical Transportation Specialist will work under the direct supervision of the Medical Transportation Supervisor with oversight by the Community Health Charge Nurse.

***Applicants for employment with the Health Center must submit with the completed application form additional documents including the following:**

Letter of Interest

Resume

Credentials

Proof of any stated Qualifications

Three (3) letters of recommendation

Academic transcripts

Application Information:

Applications may be obtained from and submitted to:

Lac Courte Oreilles Community Health Center
Human Resources

13380W Trepania Road
Hayward, Wisconsin 54843
(715) 638-5132
(715) 634-6107 FAX

The Lac Courte Oreilles Community Health Center is an equal opportunity employer. Native American Preference will be given to candidates of equal or comparable qualifications.

07/15/2020