



Elbowoods Memorial Health Center

1251 Elbowoods Loop
New Town, ND 58763-4400
(701) 627-4750
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EXEMPT _____
NON-EXEMPT X

POSITION DESCRIPTION

POSITION: Optometry Business Office Coordinator
DEPARTMENT: EMHC Optometry Clinic
REPORTS TO: Optometrist/Business Office Manager
SALARY: \$27.65 - \$35.00 DOE/DOQ
CLASSIFICATION: Non-Management, Regular, Full-time
TELEWORK ELIGIBLE: No, as determined by policy
DUTY STATION: Elbowoods Memorial Health Center
Optometry Clinic – New Town, ND

POSITION SUMMARY:

As the Optometry Business Office Coordinator, will be under the direct supervision of the Optometrist for all Office Management Duties and under the direct supervision of the Business Office Manager for Business Office Duties. This position will be located at the Elbowoods Memorial Health Center (EMHC) Optometry Clinic located at the EMHC Clinic in New Town, ND. The Optometry Business Office Coordinator will be required to work with both the Optometrist and Business Office Manager and be responsible for all activities related to office management, patients, insurances and billing for the Optometry Department.

ESSENTIAL DUTIES:

- **Office Management Duties:**
 - a. Maintaining and ordering office and appropriate supplies as requested by attending optometry staff;
 - b. Organize and add detailed information to the personal calendar of optometrists and other members of the optometry staff;
 - c. Provide month end optometry patient flow reports from the RPMS Software Program;
 - d. Make copies and fax paperwork to other optometry and ophthalmologist offices upon receiving an official request for records;
 - e. Have exceptional knowledge of medical and optometry terminology and processes;
 - f. Strong written and communication skills when speaking with patients and physicians;

- g. Work collaboratively with the Patient Services Department employees in working effectively in the RPMS, Vista and Moonwalk Software and ensure that all patients and records are updated, organized and maintained appropriately, accurately and timely;
- h. In the event that there is no Patient Services in office, the Optometry Business Office Coordinator is in charge of patient intake which includes:
 - i. Greet new and existing patients upon their arrival for appointments or procedures;
 - j. Scheduling patient appointments, both new and follow-up;
 - k. Be WFG Time Keeper for optometry staff and preparation of timesheets for Optometry staff in accordance to the deadline set by MHA Payroll;
 - l. Contact EMHC IT when experiencing computer or software errors with RPMS, Vista and Moonwalk as needed;
 - m. Works with servicing companies to schedule repairs as needed for clinic equipment;
 - n. Participates in weekly meetings;
 - o. Daily supply and mail pickups from the main clinic;
 - p. In collaboration with Patient Services, EMHC Compliance Officer and the IT Department, create new templates in RPMS Software as required;
 - q. While Optometrist is away the Optometry Business Office Coordinator will attend med-staff and department heads meetings in the Optometrists place as proxy;
 - r. Create and Maintain Internal Policy and Procedures;
 - s. Provide Training to Optometry staff for Department Process;
 - t. Work to ensure frame and lens distributor's service is adequate;
 - u. Strive to provide a good variety of spectacle eyewear;
 - v. Facilitate the contact lens division of the clinic;
 - w. Aide with the hiring of new employees;
 - x. Coordinate with patients and assistants to schedule required visual fields or optometric imagery;
- **Business Office Duties:**
 - a. Make sure all insurance documents and plans are active and up to date and set up office to accept all pertinent eyeglass/contact lens insurances;
 - b. Organize the contact and collection of Insurance benefits for services provided including eyeglass and contact lens;
 - c. Establish a process for patient payment collection for owed services.
 - d. End of day balancing of payment collection to include, money orders, checks and credit cards;
 - e. Scanning and uploading of documents to the EHR, to include insurance cards, insurance eligibility and benefits, payment information, receipt, order forms related to eyeglass/contact lens;
 - f. Prepare and complete the money order and check deposits;

- g. Prepare all documents needed for the Business Office to post of payments, to include but not limited to Order Forms, Insurance Eligibility and Benefit details;
 - h. Payment Receipts and the copy of the payment (money order/checks);
 - i. Maintain a professional level of patient privacy in accordance with HIPAA procedures;
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- Represents EMHC in a highly professional matter;
 - Demonstrates respect and understanding of confidentiality for patients, staff and others according to policy and HIPAA regulation;
 - Participates in EMHC staff meetings, assigned committees, community events, and other meetings as instructed or deemed necessary;
 - Actively strives to educate the community on the mission, vision and values of EMHC in a positive approach to assist in the growth of the organization and assist our community in its healthcare needs;
 - Adheres to and abides by the policies and procedures of the MHA Nation and of the Elbowoods Memorial Health Center;
 - Adheres to the Mission, Vision and Values of the Elbowoods Memorial Health Center; and
 - Attend training as required.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

SUPERVISORY REQUIREMENTS:

- There are no supervisory requirements for this position.

QUALIFICATIONS, EXPERIENCE, EDUCATION

- Associated Degree in Office Management is **REQUIRED**;
- Must have 3-5 years' experience as an administrative assistant or equivalent experience **REQUIRED**, experience in the Optometric field **PREFERRED**;
- Computer knowledge and proficiency, **REQUIRED**;
- Must have excellent communication skills and pay attention to detail;
- Cognitive knowledge, skills, abilities as related to the position;
- Computer literate and basic proficiency with Microsoft Office and other database software. ie. RPMS/Vista;
- Knowledge of principles and practices of the organization;
- Operate standard office equipment;
- Familiarity with MHA Nation culture, values, and traditions;
- Must be punctual, reliable, dependable, and able to maintain confidentiality;
- Must have a valid driver's license and an acceptable motor vehicle record from the North Dakota Department of Motor Vehicle;
- Must submit to a Criminal Records Background Check;
- Must submit to an Alcohol/Drug Screen and random testing as per policy.

WORKING CONDITIONS:

- Work is performed in an office/clinic environment with varying conditions of noise level, temperature, and illumination.
- Requires eye-hand coordination and manual dexterity sufficient to operate keyboard, computer and other office equipment.
- Work situations may be stressful and require irregular hours.
- Potential exposure to blood and other hazardous material, communicable diseases, and other conditions common in a health care environment.
- Work is performed inside with exposure to unpredictable crisis situations.
- Shift work may be required.
- Extensive walking is required since interaction between all disciplines within the health care operations and management is required.
- Travel may be required to accomplish organizational goals.

PHYSICAL DEMANDS:

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job:
 - the employee is regularly required to stand; walk; use hands to handle or feel; reach with hands and arms; and talk or hear.
 - The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl.
 - The employee must regularly lift and/or move up to 50 pounds.
 - Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
 - Must be alert, oriented, ability to perform with accuracy and be self-conscious of surroundings at all times.

ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

Preference will be given to bona fide American Indian applicants in accordance with TAT policies and Federal Indian regulations for such preference.

THE MANDAN, HIDATSA, ARIKARA TRIBES DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGIOUS PREFERENCE, AGE, HANDICAP, MARITAL STATUS, POLITICAL PREFERENCE, GENETICS, OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, EXCEPT AS ALLOWED BY THE INDIAN PREFERENCE PROVISION OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED AND NORTH DAKOTA HUMAN RIGHTS ACT.

PERSONS OF INDIAN ANCESTRY WHO WISH TO CLAIM INDIAN PREFERENCE SHOULD SUBMIT A COPY OF THEIR TRIBAL ENROLLMENT CERTIFICATE INDICATING THE AGENCY ENROLLED.

All interested persons must submit the following information:

Job Application (found on MHA Website)

Copies of:

- ✓ Diplomas/Certificates and Transcripts;
- ✓ 2 Forms of ID: (1 Driver License and/or State Issued ID) and 1 Other; and
- ✓ Indian or Veteran Preference documents (If applicable).

Submit all necessary information to the following addresses:

Three Affiliated Tribes/MHA Nation
Human Resource Department
404 Frontage Road
New Town, ND 58763
Ph# 701-627-4781
Fax# 701-627-2960
Email: recruitment@mhanation.com