



**JOB DESCRIPTION:** Patient Counselor

**JOB SUMMARY:** To meet and educate patients interested in vision correction per company policies and procedures, as well as facilitate any additional educational/service needs of the patient.

**ADMINISTRATIVE:**

- Meet with and educate patients about vision procedures at FEI.
- Follow-up with patients who have not made a final decision as well as provide any additional needs of the patient.
- Be ready to consult and/or contact patients at 8:00am unless other arrangements have been approved by management.
- Check voicemail and return calls within a 24-hour timeframe.
- Weekly Consults Seen/Scheduled Report for Manager.
- Understand and is competent at the EMR and Scheduling systems and assist in scheduling patients for tests and surgery.
- Work with other members of the FEI Team to ensure optimal patient care and satisfaction.
- Confirm surgery appointments 7 days pre-operatively.
- Fully understand and demonstrate the differentiation between FEI and other vision practices.
- Communicate fee schedule, finance options, and insurance.

**KNOWLEDGE, SKILLS, AND ABILITIES**

- Education: Minimum high school graduate or equivalent qualification
- Knowledge: Prior practice management system experience or at least one year of previous patient registration experience or a related role
- Computer skills: Working knowledge of PC and proficiency with Microsoft Office tools
- Detail orientation: A keen eye for details to examine documents for accuracy and completeness
- Communication skills: Ability to appropriately convey information both orally and in writing to patients, clinical, and non-clinical personnel
- Customer service skills: Courteous and willing to provide support to patients and other associates.
- Organizational skills: Highly organized with the ability to multi-task, work under pressure, and manage changing priorities and a heavy workload.

**PROFESSIONAL:**

- Treat all patients and staff with compassion and empathy.
- Recognize and respect cultural diversity.
- Adapt communication to individual's ability to understand.
- Use medical terminology appropriately.
- Respond to communications received within a reasonable time frame.
- Assist nursing staff with admission, pre-op and post-op care, discharge and follow-up care of the patient.
- Project a professional manner and image.
- Adhere to ethical principles.
- Demonstrate initiative and responsibility.
- Work as a team member.
- Manage time efficiently, do not participate in gossip or other time-wasting activities.

- Prioritize and perform multiple tasks.
- Adapt to change, including new hours of operation and methodology.
- Attend all staff meetings and mandatory in-service education.
- Maintain proper observation and adherence to company policies and procedures, including the FEI Employee Handbook.

**LEGAL:**

- Maintain patient and company confidentiality.
- Practice within the scope of education, training, and personal capabilities.
- Document company documents (hard copy and electronic) accurately.
- Use appropriate guidelines for releasing information.
- Maintain awareness of federal and state health care legislation and regulations; OSHA, CLIA and HIPAA.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to perform the essential functions of the 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 sit, talk, use repetitive motion, type, and hear. The employee is frequently required to stand, walk, use hands and fingers to handle and feel, and reach with hands and arms. The employee is occasionally required to bend, kneel, crouch, climb stairs, and reach overhead. The employee must occasionally lift and/or move up to 25 pounds.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

*The omission of specific statements or descriptions does not preclude management from assigning duties not listed herein if such duties are a logical assignment to the position.*

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Employee Signature

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Date