



UNIVERSITY OF  
**WATERLOO** Job Description

**Job Title:** Centre for Sight Enhancement Office Coordinator  
**Department:** Centre for Sight Enhancement  
**Reports To:** CSE Administrator  
  
**Jobs Reporting:** None  
**Salary Grade:** USG 5  
**Effective Date:** May 2021

**Primary Purpose**

The Office Coordinator is responsible for providing efficient office support services for the CSE including ordering prescription devices, pricing devices, communicating with patients, government ministries, funding agencies and vendors, directing interns in the clinic, and maintaining patient records, safety/infection prevention and control as well as administrative functions with a view to promoting safe, quality patient care. The Office Coordinator is responsible for the administration of the Assistive Devices Program's funding for patients in the Optometry Clinic including confirming eligibility, calculating funding, completing and submitting funding applications, invoicing and reconciling payments. The Office Coordinator also acts as a back-up to the Patient Care Coordinator in the Low Vision Clinic.

**Key Accountabilities**

**Ministry of Health, Assistive Devices Program (ADP)**

- Advise optometrists, interns, other staff and patients of the ADP funding policies and procedures and ensure these are followed within the Optometry Clinic.
- Confirm eligibility of patients for funding based on replacement periods, type of device, number of devices and special circumstances and relay this information to clinicians, interns and patients.
- Complete the ADP funding application form including obtaining patient, doctor and authorizer signatures and signing as the vendor when the Optometry Clinic dispenses the device.
- Ensure adequate documentation in the EMR for early replacements in case of a request from ADP.
- Maintain proof of delivery records in case of ADP audit request.
- Submit ADP funding applications through the online government portal.
- Submit invoices using the Ministry required file format through the online government portal.
- Review ADP reports on applications and invoices. Follow-up on rejected funding applications or invoices with the Ministry and/or patient to determine reason for rejection and resubmit corrections or additional information if required.
- Assist in the planning and implementation of changes to ADP.

**Administrative/Patient Support**

- Handle incoming telephone calls from patients, vendors and government organizations (e.g. MOH, ADP, ODSP, OW).
- Act as back-up to the Low Vision Clinic's Patient Care Coordinator including scheduling, greeting patients, routing, reminder calls, completing intake forms, etc.
- Coordinate warranty repairs with vendors for optical devices purchased by patients.
- Prepare support letters for special funding requests and other correspondence as requested by optometrists.
- Obtain quotes for prescribed specialty optical devices for the Low Vision Clinic and for patients.



- Send time sensitive patient reports to external doctors in the patient's circle of care or to relevant government Ministries.
- Maintain office equipment (multifunction fax/printer/scanner) and order service and supplies as needed.
- Train work-study students on the daily job requirements, the EMR system, and the clinic policies and procedures.
- Perform varied administrative tasks and special projects to promote smooth operations, and in support of the clinic's dual mandate - to provide excellent patient care and to educate optometry student clinical interns
- Assist with the organization of special activities in the CSE such as patient meetings, public education events, etc.

#### **Patient Records Maintenance**

- Ensure profile of purchased assistive devices is complete, up-to-date and loaded to the EMR system.
- Upload funding applications and patient reports to the clinic EMR system.
- Document patient communications and forward patient concerns and questions to the appropriate person/clinic in the clinic EMR system.

#### **Financial/Data**

- Using funding formulas for ADP and other government programs, calculate the funding available to a patient and enter the invoice with funding in the EMR system.
- Explain funding amounts to patients.
- Provide report of paid invoices to the Clinic Financial Manager to reconcile with EFT payments from ADP.
- Track all submitted ADP funding applications and invoices to ensure all applications and invoices are submitted before the deadline and the Optometry Clinic receives remuneration for dispensed devices.
- Price vision aids sold through the Low Vision Clinic using a mark-up formula. Confirm retail price for products that do not align with mark-up formula with the Sight Enhancement Clinics Head.
- Collect data on patient contacts for reporting to funding agencies.

#### **Supplies & Inventory Maintenance**

- Order, monitor and maintain supplies, products, devices or equipment required for use in the Low Vision Clinic from the Purchasing and Inventory Control Co-ordinator.
- Maintain an up-to-date inventory list of vision aids sold through Low Vision with cost, mark-up, ADP category and funding information.
- Assist with the ordering and/or dispensing of spectacle lenses and other products required to provide appropriate care for patients
- Responsible for the annual fiscal year-end inventory count within the Low Vision Clinic.

#### **Patient Safety & Quality Assurance**

- Assist in the review of patient records to ensure that all required data fields in the EMR are completed, ensuring the integrity of the patient record (in support of patient care and billing).
- Undertake "Routine Practices" for infection prevention and control based on provincial Public Health standards.
- Collect data (e.g. returns, redo's) for quality assurance purposes.

*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and*



*safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

### **Required Qualifications**

#### **Education**

- Business, Medical Secretarial, Health Administration, or Optometric Assistant diploma, medical terminology course, or equivalent combination of education and experience

#### **Experience**

- Minimum of 2 years of experience working in a health care environment, preferably in an optometric practice setting is recommended
- Experience in a patient/customer facing role
- Experience working with the elderly and individuals with disabilities is an asset

#### **Knowledge/Skills/Abilities**

- Working knowledge of an electronic medical records (EMR) system, preferably Visual-Eyes (VE) or another system tailored to optometry
- Math skills required for funding formulas (addition, subtraction, multiplication percentages)
- Working knowledge of OHIP regulations specific to optometry preferred
- Working knowledge of Privacy legislation
- Basic knowledge of infection prevention and control practices
- Well-developed oral and written communication skills exercising tact and diplomacy
- Well-developed problem solving and conflict resolution skills to deliver exceptional patient/customer service and experience
- Ability to work independently and collaboratively as part of a team
- Proficiency in Microsoft Office (Outlook, Word, Excel)

### **Nature and Scope**

- **Contacts:** Works with patients, optometry and work-study students and clinic personnel (clinicians and staff); also communicates with personnel from ophthalmology, community optometric practices, vendors (Canada & USA), government ministries as well as with a variety of 3<sup>rd</sup> party agencies
- **Level of Responsibility:** Ensures Clinic receives payment for ADP funded devices. Patient orientation focus; provides functional direction to optometry and work-study students and clinicians with all matters related to patient appointments, ADP policies and procedures, and clinic policies
- **Decision-Making Authority:** Works independently regarding day-to-day tasks, problem-solving, and handling patients complaints at point of service, with complex situations escalating to clinic administration. Consults with clinic administration for guidance and approval concerning matters outside of the established policy.
- **Physical and Sensory Demands:** Possesses keen attention to detail and accuracy, and the ability to perform in a fast-paced, patient/customer facing and varied environment, subject to frequent interruptions and competing priorities. Requires in depth knowledge of and the ability to interpret complex funding programs for individuals with low vision and blindness. Ongoing development of the EMR system requires keeping current on new functionality. Requirement to be knowledgeable on evolving Clinic policies and procedures and to integrate these into practice. Ability to problem-solve and manage challenging patient behaviour. This position is subject to sitting, standing or walking. Occasionally, physical exertion may be required to unpack and distribute deliveries of products or supplies.
- **Working Environment:** Fast-paced clinical environment that involves interacting with patients and their family members/caregivers, clinicians and students on a daily basis. Patients may be emotionally upset and present with challenging behaviour. Clinic appointments may run late and require administrative support.