



Marshall B. KETCHUM UNIVERSITY

Administrative Assistant Low Vision/Patient Relations Representative

JOB SUMMARY

The hybrid position Administrative Assistant Low Vision (LV) and Patient Relations Representative will be integral in the success of the LV Department as well as the clinic. In both roles, you will greet patients and visitors, verify insurance eligibility, make appointments, assist walk-ins, check-in patients presenting for services and problem solve patient issues. This role is responsible for accurately collecting and entering patient information into the practice management system. As AA LV you will ensure the smooth daily process of the department by scheduling patients, assigning students, and responding to all telephone communications regarding services provided by the Low Vision department to the general public, doctors, state agencies, schools etc. Perform all clerical work associated with the department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Schedule patients for appointments
- Respond to patient inquiries on a daily basis and mail material if appropriate.
- Confirm insurance information by obtaining coverage and verifying eligibility, prior to scheduling the patient's appointment.
- Obtain prior authorization from various insurances/agencies for patients to obtain low vision aids.
- Assist students with orders and insurance issues.
- Order low vision systems, devices and related materials.
- Send out Rx's to local/national, or in-house labs for fabrication.
- Provide the Director of Clinic Operations with the collection of financial data and patient information as requested.
- Answer all student questions regarding their patient assignments and explain departmental procedures when necessary.
- Make sure clinicians have completed all paperwork, reports etc., and generally advise of any changes in their assignments.
- Ensure that all reports, letters, memos etc. are prepared and mailed in a timely fashion.
- Keep daily summary of patient care, which entails auditing files, checking that fees are correct, and files are signed by both OD's and clinicians.
- Independently type memos, letters and other documents as needed.
- Keep schedule for LV computer volunteer/technician and liaise with him/her regarding availability.
- Help maintain an electronic appointment reminder system by entering proper data into the medical record.
- Collect fees from patients in the form of cash, credit, and checks.
- Create next day schedule with patient counts and staff shifts/lunches.
- Obtain fee waivers and sliding fee scale forms for patients from supervisor.
- Assist the Doctors and Interns with various requests that are usually performed at the front desk.
- Assist with processing paperwork and payments from several off-site exam locations when necessary.
- Assist patients with concerns or complaints, referring them to Patient Relations Supervisor when necessary.

- Assist with mass mailings for patient recruitment.
- Complete any and all tasks necessary to close and secure the reception and cashier areas at the end of the shift, and to prepare for the next day.
- Patient Recall – Call patients each month for Comp Exam as needed.
- Obtain Patient info on recall postcards at check in.
- Keep track of patient appointment times and intern pick up. If patient is not taken care of in reasonable amount of time, take action to remediate the situation.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- General knowledge of MS Office applications; Word, Excel, PowerPoint, with ability to learn specialized Eye care Center computer programs.
- Organizational and people skills.
- Optical knowledge.

EDUCATION AND EXPERIENCE

The minimum amount of education and experience that an individual needs in order to successfully perform the essential duties of the position is:

- Minimum of High School diploma or GED (general education development test); Bachelor's Degree preferred;
- Minimum one year of administrative assistant experience and customer service experience;
- Or equivalent combination of education and experience.
- Experience in Low Vision or Optical knowledge

PHYSICAL DEMANDS

The physical demands described 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.

ABOUT THE ORGANIZATION

Marshall B. Ketchum University, an independent, private, non-profit, accredited educational institution. Located in Fullerton, California. Marshall B. Ketchum University is a comprehensive health care university, built upon a legacy of over 110 years of academic excellence and clinical education.

MBKU is home to the Southern California College of Optometry, the School of Physician Assistant Studies and College of Pharmacy. Named after the founder of the optometric institution in 1904, the change to the University structure addresses the growing demand for highly skilled health care professionals.

The University's Southern California College of Optometry confers a Doctor of Optometry (OD) and a Master of Science in Vision Science (MS) degree. MBKU's School of Physician Assistant Studies under the College of Health Sciences awards a Master of Medical Sciences (MMS) degree. MBKU's College of Pharmacy welcomed its first class in the fall of 2016 and awarded a Doctor of Pharmacy (PharmD) degree in the Spring of 2020. MBKU owns and operates two premier eye and vision care centers: the University Eye Center at Ketchum Health and the University Eye Center at Los Angeles.

BENEFITS

MBKU provides an excellent benefits package including medical, dental, and life insurance, free vision exams, short and long term disability, generous paid time off plans, a university-sponsored retirement plan with a 9% contribution and an on-site fitness center located on the Fullerton campus.

HOW TO APPLY

Interested candidates, please send your resume to humanresources@ketchum.edu. Position is open until filled.

MBKU is an equal opportunity employer; requirements are subject to possible modification to reasonably accommodate individuals with disabilities.