Job Title: LASIK Counselor  
Reports To: Manager of Business Operations  
Department: Clinical  
Location: Fresno  
Job Status: Non-Exempt  
Pay Grade:  
Department Code:  

SUMMARY
Under the direction of Manager of Business Operations, the LASIK Counselor is responsible for front line patient inquiries regarding refractive surgery, revenue cycle operations involving refractive surgery, acts as the main point of contact for marketing personnel, and may cover refractive front desk.

DUTIES AND RESPONSIBILITIES (Other duties may be assigned)
- All employees of EYE-Q shall provide exemplary care to our patients, demonstrate respect and dignity toward all members of the EYE-Q community, honor our patients right to privacy, comply with all applicable laws, avoid conflicts of Interest and conduct all business practices with honesty and integrity.
- Adheres to all company policies and procedures.
- Must have exceptional customer service skills and strong communication skills.
- Fosters and contributes to a company culture consistent with the organizations value.
- Reliable, consistent attendance is a requirement and essential function of all positions at Eye-Q.
- Performs as a team player; actively participating in meetings, committees as appropriate.
- Monitor and track patient satisfaction and provide ongoing improvement suggestions
- Handle all LASIK phone inquiries
- Handle all internet inquiries generated from online marketing activity.
- Monitor/maintain marketing material for LASIK
- Coordinate all financing/payment processing/collection for elective services.
- LASIK counseling and scheduling, which consists of:
  - Follow-up communication for potential LASIK candidates
  - Release of LASIK patients as needed under direct supervision of the physician.
  - Provide patients with surgical arrival time
  - Document health history of patient day of LASIK procedure in electronic record.
  - Statistical data entry into DGM prior to LASIK procedure
- Request Medical record information from referring doctor.
- Maintain elective referrals, communicate with referring physicians and gather/forward co-management documentation.
- Cataract counseling and patient education.
- Correlate appointment scheduling and gather required information for patients referred to academic hospitals.
- Cover the Refractive front desk, which consist of:
  - Insurance verification
  - Collect balance and copays
  - Manage elective fee processing and collection
• Enter elective payments/receipts/daily balancing
• Make appointments for return visits as applicable
• Print and obtain signatures for all applicable forms
• Update patient demographic as applicable
• Patient registration and scheduling of future appointments
• Email communication
• Other duties as assigned

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential 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 essential functions.

EDUCATION and/or EXPERIENCE
High school diploma or general education degree (GED); six months to one year related experience and/or technical school training; or equivalent combination of education and experience.

LANGUAGE SKILLS
Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS
Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY
Ability to solve practical problems and deal with variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

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 sit; use hands to finger, handle or feel, and talk or hear. The employee frequently is required to walk and reach with hands and arms.