

# CROSSOVER

## Healthcare Ministry

COMPASSIONATE HEALTHCARE FOR PEOPLE IN NEED

### **Bilingual Eye Tech (Spanish/English)** **Job Description**

**CrossOver Healthcare Ministry** offers primary medical, dental and vision care to residents who are low income and do not have medical insurance. Our full time clinics are located on Cowardin Avenue in South Richmond and Quiocasin Road in Western Henrico County.

**CrossOver Healthcare Ministry's Mission:** We are called to provide compassionate health care, to promote wellness, and to connect community talents and resources with people in need in the name of Jesus Christ.

**CrossOver Healthcare Ministry's Vision:** A healthy, vibrant community where every person is restored by the compassionate, healing love of God.

**Overall Responsibility:** The Eye Tech works to ensure that patients in the CrossOver Vision Clinic receive high quality vision care, and that the volunteer eye clinicians have an excellent volunteer experience.

**Reports to, and works under the supervision of:** Vision Coordinator

#### **Key Responsibilities:**

Clinical (direct patient care), about 60% of total hours worked

- Perform vision screenings and initial "work-up" with patient (why is patient here, what medications are they on, obtain their medical history related to eye care, etc.)
- Assist vision clinicians as they are providing care mainly by scribing and interpreting
- Assist other volunteers
- Prepare eye rooms for clinic and close down eye rooms after clinic
- Perform Visual Field Exams independently and follow up with doctors (show VF to doctor and f/u with patient prn)
- Perform dilation as ordered by the doctor
- Provide eye glass vouchers to patients on clinic days according to CrossOver guidelines and availability
- Train and supervise volunteers/interns to use ECW eye template; to perform clinical and/or administrative duties
- Maintain flow of clinic so that both doctor's and patient's time is used well

Administrative, about 40% of total hours worked

- Research and document patient medical information/history prior to clinic
- Data entry of new patients coming from partner clinics
- Follow up for partner clinic patients: fax and other communication with partner clinics, including bi-annual mtgs.
- Coordinate eye glass vouchers, send patient information to multiple optical stores and maintain open communication with optical stores
- Coordinate eye clinic dates and schedules for providers, patients and partner clinics
  - Create schedule spreadsheet weekly
  - Reminder calls
- Respond promptly to referrals from other clinicians (including both in-house and outside referrals)
- Maintain a well-stocked inventory of supplies such as special light bulbs and special paper for eye equipment
- Coordinate AccessNow referrals (referrals to specialists outside of CrossOver) with patients and AN staff
- Coordinate medication requests
- Maintain various spreadsheets up-to-date, including:
  - Call log
  - List of patients with chronic eye conditions and their medical needs
  - Formulary (list of medications in stock at CrossOver)
  - Volunteer hours and outcomes data

Other considerations:

- Must be willing and able to interpret (Spanish/English) in other areas of the clinic as needed
- Hours may vary but will usually be between 26-29 hours weekly
- Willingness to commute to two locations (Quiocassin Road and Cowardin Avenue)
- All of the above responsibilities are shared with the Vision Coordinator; the two positions work as a team to accomplish the above tasks

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