i. Knowledge of general outpatient clinical policies and procedures in a healthcare environment;

ii. Ability to obtain, document and record demographic and medical information from

patients in order to develop an accurate medical record; iii. Ability to use basic ophthalmic equipment:

b.

iv. Knowledge of basic disinfection of non-critical reusable medical equipment. Clinical Responsibilities

i. Obtains an accurate medical and ophthalmic history.

ii. Measures and records visual acuity,

iii. Administers eye drops.

iv. Performing basic tonometry.

v. Estimates the anterior chamber depth vi. Records a spectacle reading through automated lensometry.

5. SUPERVISORY CONTROLS

The GS-6 Developmental Level 1 Ophthalmology Technician will respond to the needs of the staff ophthalmologists, the supervisory technician or other designated administrative supervisor who will maintain daily supervision and guidance. Basic screening assignments under daily direct supervision is an integral part of the position. Deviations from regular procedures, unanticipated problems, complex patients and unfamiliar situations are referred to the supervisor for a decision or assistance. The GS-6 Developmental Level 1 Ophthalmology Technician is ultimately responsible to the Ophthalmology Technician Supervisor, the Ophthalmology Program Coordinator (if present) and the Chief of Ophthalmology.

6. QUALIFICATION REQUIREMENTS

See VA Handbook 5005 /98, Part II, Appendix G52

7. CUSTOMER SERVICE REQUIREMENTS Meets the needs of customers while supporting the Medical Center, Service and national VA priorities. Consistently communicates and treats customers (patients, visitors, volunteers, and all Medical Center staff) in a courteous, tactful, and respectful manner. Provides the customer with consistent information according to established policies and procedures. Handles conflict and veteran complaints constructively and appropriately. Collaborates with other health care staff i a manner that enhances coordination of comprehensive patient care. Maintains confidentiality of patient medical records according to policy. Stays current with required training through the VA TMS related to customer service and interpersonal skills

8. AGE, DEVELOPMENT AND CULTURAL NEEDS OF PATIENTS The focus of these positions is the provision of ophthalmology services to veterans who are typically between 18 and 80 years of age. This position requires the incumbent to possess or develop an understanding of the needs of these patients, especially those who are visually impaired or who carry the diagnosis of a potentially sight-threatening condition. Sensitivity to the special needs of all patients in respect to age, developmental requirements, and culturally related factors must be consistently achieved.

9. COMPUTER SECURITY REQUIREMENT

Incumbent will adhere to all facility required computer security policies and procedures.