

## Job Description for Treatment Counselor

Myopia is a disorder involving excessive eyeball elongation axially (from front to back). It typically results in nearsightedness (blurred distance vision). If left unchecked, myopia can result in an ocular pathology. Myopia management is a form of treatment designed to slow down eyeball growth.

VisionQuest Eyecare is the leading eyecare provider in Indianapolis metro area in the field of myopia management.

### Position Overview

The Myopia Counselor acts as a concierge for our myopia patients and their families. This individual is dedicated to making sure that patients are successful in carrying out the necessary treatment plan to slow down their myopic progression.

### Position Responsibilities

- Prepare documents and collect data for initial patient consultation.
- Serve as a liaison between VisionQuest Eyecare and TreeHouse Eyes, our partner in myopia management treatment protocols and business development.
- Act as the concierge for the doctors' offices that refer patients to VisionQuest Eyecare for treatment. From time to time, this will involve physically visiting the practices and making personal relationships with the doctors and staff of the referral offices.
- Work with our vendor partners to order the necessary materials for our patients' treatment.
- Serve as the main communicator of information from TreeHouse Eyes Team to the VisionQuest Eyecare staff.
- Manage parent inquiries via phone or email.
- Maintain records on key performance indicators for monthly reporting.
- Process payments and set up monthly payment plans for patients.
- Instruct patients and parents on treatment techniques (typically, teaching kids how to handle soft/rigid gas permeable contact lenses and put in eye drops.)

### Basic Requirements

- Detail oriented, works well independently, good task follow-through
- Passion for helping kids and patience with highly inquisitive and often poorly informed parents
- Experience with Electronic Health Records (EHR) preferred
- Experience and comfort with Microsoft Office Business software (Outlook, Excel, Word and PowerPoint)
- Exceptional personal skills to enhance the patient experience
- Communicate effectively both verbally and in writing
- Able to work in a fast-paced environment with minimal direct supervision

### Benefits

- Medical, Dental, and Vision benefits
- 401 (k) with Company match
- Paid vacation and holidays
- Uniform allowance
- Short term & long-term disability insurance
- Paid time off & 5 Holidays