

We appreciate your interest in joining us as an employee of Premier EyeCare Associates (PEA). Before you complete an application, we would like you to take a few minutes to review the following information regarding **employee competencies**. We believe the accomplishment of these competencies is critical for your success at Premier Eyecare Associates. All employees at PEA are expected to successfully meet the following **non-negotiable expectations**:

- 1. Service Excellence:** It is a PEA expectation that every employee provides *excellent customer service*. At PEA, we put the customer first. This is done by creating enthusiastic customer loyalty by exceeding the needs and expectations of our customers. The customer measures this by: a.) Does the person who is helping me care about me? b.) Are they responsive to my needs/requests? c.) Did they give me the information I needed? In order to exceed the customer's needs and expectations, **you will be expected to:**
  - Be courteous in all contacts with people at PEA;
  - Have a desire to work in health care;
  - Remain positive with customer loyalty by exceeding the needs and expectations of all customers;
  - Create enthusiastic customer loyalty by exceeding the needs and expectations of all customers;
  - Maintain customer confidentiality;
  - Communicate effectively both verbally and nonverbally.
- 2. Business Result:** As a PEA employee, you will be expected to *exhibit pride in your work and the service you provide*. You will be expected to:
  - Show good judgment in your job performance;
  - Realize that no matter what job you have, you have an impact on patient care;
  - ***Be committed to continuously improving the quality of work at the lowest possible cost.***
- 3. Leadership:** Every PEA employee is expected to be a leader in continuous improvement by *participating as a team player*. As a team player, you will be expected to:
  - ***Communicate effectively*** with others to meet total customer needs;
  - Improve processes by creatively solving problems;
  - ***Learn from individuals from other cultures and backgrounds;***
  - Treat co-workers and employees with respect;
  - Pitch in and help other employees when they need help;
  - Participate in Quality Improvement (QI) activities.
- 4. Change Management:** Change is a major part of the life of an employee of PEA. In order to adapt to change, you will need to be willing to ***learn new skills*** – retooling...and be willing to grow in your current abilities. You will be expected to:
  - Try new tasks as opportunities arise;
  - Ask for training if you do not know how to do a task;
  - ***Remain flexible and adaptable to change.***
- 5. Strategic Thinking:** A PEA employee is responsible to continuously find ways to enhance their skills to meet the needs and expectations of our customers. You will be expected to:
  - Demonstrate technical knowledge;
  - Maintain excellent job skills.
- 6. Personal Accountability:** All employees are expected to present an appropriate demeanor that meets Premier Eyecare Associates' standard of excellence. You will be expected to:
  - Present a clean and neat appearance and dress according to PEA uniform guidelines and standards;
  - Communicate and act in an open, honest and trustful manner;
  - Have a 'can-do' attitude;
  - ***Take responsibility for learning and developing;***
  - Be in attendance and on time for the days you are scheduled to work.

**I have read the expectations and know I can fulfill them. I understand these expectations are a requirement for employment at Premier Eyecare Associates.**

---

Applicant Signature

---

Date

After reading these expectations, if you are interested in becoming an employee at PEA, we invite you to complete an application.

**Please Read Carefully Before Signing Below**

This application shall remain active for 180 days. After 180 days, if you are still interested in employment at Premier Eyecare Associates, you must fill out a new application.

I hereby certify that the information given by me in this application is true and correct to the best of my knowledge. I understand and agree that any false information, misrepresentation or omission of facts in this application and the application process may be justification for refusal to hire or immediate termination of employment without recourse. I further understand and agree that all information furnished in this application and the application process may be verified by Premier Eyecare Associates.

I authorize all employers, schools, persons and organizations, having relevant information and knowledge of my employment, work habits, character and any criminal or other relevant record to provide it to Premier Eyecare Associates or its duly authorized representative for its use in deciding whether or not to offer me employment and specifically waive any required written notification. I hereby release such employers, schools, persons, organizations and Premier Eyecare Associates from all liability for any claims or damage which may result.

I further understand that nothing contained in this employment application or in the granting of an interview is intended to create an employment contract between Premier Eyecare Associates and myself for either employment or for the providing of any benefit. If an employment relationship is established, I agree to comply with the rules and regulations of Premier Eyecare Associates and further understand and agree that my employment and compensation can be terminated at any time, with or without cause or notice, at the option of either Premier Eyecare Associates or myself.

To comply with the Immigration Reform and Control Act of 1986, if you are hired, you will be required to provide documents to establish your identity and your authorization to be employed in the United States. Such documents will be required at the time of your new employee orientation.

**A PHOTOCOPY OF THIS ASSIGNMENT IS TO BE CONSIDERED AS VALID AS THE ORIGINAL.**

My signature certifies that I understand and agree to all of the above statements.

\_\_\_\_\_  
Applicant Signature

\_\_\_\_\_  
Date

**Send Application and Resume to:**

**Premier EyeCare Associates  
Attn: Adrienne Mathews, Office Manager  
PO Box 903  
Chillicothe, MO 64601  
(660) 646-3937 phone  
**(660) 646-4092 fax**  
**chlab@premiereyecare.biz****

**Deadline: April 21, 2016**



# PREMIER EYECARE ASSOCIATES

Committed to your Family's Vision Health

DATE: \_\_\_\_\_

### PERSONAL INFORMATION

NAME: \_\_\_\_\_ SOCIAL SECURITY NUMBER \_\_\_\_\_

PRESENT ADDRESS: \_\_\_\_\_

PERMANENT ADDRESS: \_\_\_\_\_

PHONE NUMBER: \_\_\_\_\_ REFERRED BY: \_\_\_\_\_

ARE YOU 18 YEARS OLD OR OLDER ?  YES  NO IF NO, WHAT IS YOUR BIRTHDATE \_\_\_\_\_

DO YOU HAVE ANY FRIENDS OR RELATIVES WORKING FOR PREMIER EYECARE, IF SO, PLEASE NAME THEM. \_\_\_\_\_

### EMPLOYMENT DESIRED

POSITION: \_\_\_\_\_

DATE YOU CAN START: \_\_\_\_\_ SALARY DESIRED: \_\_\_\_\_

ARE YOU EMPLOYED NOW?  YES  NO IF YES, CAN WE CONTACT YOUR PRESENT EMPLOYER?  YES  NO

HAVE YOU EVER APPLIED TO OR WORKED FOR PREMIER EYE CARE, SLOAN EYE CARE OR BRODMERKLE EYE CARE BEFORE?  YES  NO

WHERE? \_\_\_\_\_ WHEN? \_\_\_\_\_

TOTAL HOURS AVAILABLE TO WORK PER WEEK: \_\_\_\_\_  FULL-TIME  PART-TIME  EITHER

### LOCATION AVAILABILITY (more than one can be checked)

CHILLICOTHE  BROOKFIELD  TRENTON  CARROLLTON

### EDUCATION

NAME OF SCHOOL AND LOCATION	CIRCLE LAST YEAR COMPLETED	DID YOU GRADUATE?	SUBJECTS STUDIED AND DEGREE(S) RECEIVED
HIGH SCHOOL: ADDRESS:	9 10 11 12	<input type="checkbox"/> YES <input type="checkbox"/> NO	
COLLEGE: ADDRESS:	1 2 3 4 5 6 7+	<input type="checkbox"/> YES <input type="checkbox"/> NO	
TRADE, BUSINESS OR CORRESPONDENCE: ADDRESS:	1 2 3 4 5+	<input type="checkbox"/> YES <input type="checkbox"/> NO	
US MILITARY OR NAVAL SERVICE		RANK:	PRESENTLY IN NATIONAL GUARD: <input type="checkbox"/> YES <input type="checkbox"/> NO

### QUALIFICATIONS/SKILLS

SUBJECT OF SPECIAL STUDY, TRAINING OR CERTIFICATES: \_\_\_\_\_

JOB RELATED SKILLS: \_\_\_\_\_

### LIST LAST 4 EMPLOYERS WITH THE CURRENT ONE FIRST, EXPLAIN ANY GAPS ON SEPARATE PAGE.

DATE, MONTH & YEAR	EMPLOYER'S NAME & ADDRESS	SUPERVISOR'S PHONE NUMBER	SALARY UPON LEAVING	POSITION	JOB DUTIES	REASON FOR LEAVING
FROM: TO:						
FROM: TO:						
FROM: TO:						
FROM: TO:						

**GENERAL:**

ARE YOU PRESENTLY AUTHORIZED TO WORK IN THE UNITED STATES ON A FULL-TIME BASIS?  YES  NO  
HAVE YOU EVER BEEN CONVICTED OF A MISDEMEANOR OR A FELONY? (“convicted” means and includes any adjudication of guilt on whatever verdict or plea) Disclosure of a criminal record will not necessarily disqualify you from employment, as the nature of the offense, date, and position for which you are applying will also be considered.  YES  NO

IF YES, PLEASE EXPLAIN IN DETAIL, INCLUDING STATE AND COUNTY (USE SEPARATE PAGE IF NEEDED):

---

---

**REFERENCES: LIST 3 PEOPLE NOT RELATED TO YOU, WHOM YOU HAVE KNOWN AT LEAST 1 YEAR.**

NAME	ADDRESS	PHONE NUMBER	YEARS ACQUAINTED

**JOB FUNCTIONS/ACCOMMODATIONS**

JOB DESCRIPTIONS ARE AVAILABLE AT THE FRONT COUNTER, PLEASE ASK FOR ONE PRIOR TO ANSWERING THIS QUESTION. CAN YOU PERFORM THE ESSENTIAL FUNCTIONS OF THE JOB OR JOBS FOR WHICH YOU ARE APPLYING WITH OR WITHOUT REASONABLE ACCOMMODATIONS?  YES  NO

IF ACCOMMODATIONS NEEDED, PLEASE EXPLAIN (USE SEPARATE PAGE IF NEEDED):

---

---

Permission is granted to Premier EyeCare Associates to conduct an investigation and solicit information and/or documents as to my education, employment history, character, general reputation, credit report and criminal conviction record. I release Premier EyeCare Associates, and all persons or organizations from any liability arising from such statements, their solicitation or use. I certify that all statements made by me on this application are true and correct to the best of my knowledge and belief. I understand that any false, inaccurate, or omitted statements of a material fact could be a cause for rejection of my application or termination of my employment at any time. I agree to conform to the rules and regulations of Premier EyeCare Associates, and that if hired, my employment will and may be terminated at any time at my option or at the option of Premier EyeCare Associates. I understand that only a written agreement expressly to the contrary signed by me and the Doctor at Premier EyeCare Associates, can vary this employment-at-will policy. I have read, understand, and by my signature consent to these statements.

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

TELL ABOUT YOURSELF AND WHY YOU WANT THIS POSITION (use back side if needed): \_\_\_\_\_

---

---

---

---

---

---

TELL HOW YOU WILL HELP OUR PRACTICE GROW AND SUCCEED: (use back side if needed): \_\_\_\_\_

---

---

---

---

---

---

## FRONT DESK JOB

### Qualifications:

- Outgoing, friendly, professional appearance and manner.
- Telephone skills.
- Ability to work well with people.
- Computer knowledge.
- Knowledge of prices and other aspects of the practice.
- Optical background helpful.
- Knowledge of various insurance plans and benefits.
- Organizational skills.
- Ability to complete tasks in a timely manner.
- Ability to direct and educate the patients.
- Education or Experience beyond high school in a health related field.

### Duties On A Daily Basis:

- Shopper Conversion
- Fill the appointment book
- Verify next day's appointments.
- Pull files for next day's appointments.
- File records from previous day.
- Keep patient referral system up-to-date.
- Greet patients on arrival.
- Have patients fill out a "Welcome to the Office" form to insure files are current.
- Complete files with labels and middle sheets.
- Inform technicians of patients' arrivals.
- Answer phones and assist patients as needed (i.e., make appointments, answer questions, quotes fees, order duplicates, screen for technicians).
- Collect fees.
- Review fees and service agreements with patients.
- Help on the computer as necessary.
- Help in dispensary as necessary.
- Type letters as necessary.
- Process recalls.
- Send "Thank You" cards to patients who have referred new patients.
- Keep accurate account of cash drawer and change drawer.
- Keep the patient reception area neat and organized.
- Pickup and take mail to Post Office each day. Sort and Distribute mail.
- Review the obituaries in the newspaper each day. Pull the records of all deceased patients and make appropriate changes in the computer. Notify the doctor who last attended this patient so a condolence letter can be sent to the family.
- Run weekly and monthly production report.

### Statistic

- Number of Completes
- Number of New Patients
- Number of Present Patients
- % of Recall Success
- Number of Referrals

### Inventory Responsibilities:

- Stationery & Printing supplies
- Copier supplies
- Front desk supplies

## CLINIC

### Qualifications

- Outgoing, friendly, professional appearance and manner.
- Telephone skills.
- Ability to work well with people.
- Computer knowledge.
- Knowledge of prices and other aspects of the practice.
- Optical background helpful.
- Knowledge of various insurance plans and benefits.
- Organizational skills.
- Ability to complete tasks in a timely manner.
- Ability to direct and educate the patients.
- Education or Experience beyond high school in a health related field.

### Duties:

- Set up and clean exam rooms at the start of each day - turn on lights, uncover, clean and turn on instruments, check contact lens solutions, check garbage, check supplies, including tissues, soap, paper towels, Rx pads, fluorescein strips, brochures, exam and CL cards, fee slips, extra pens, dilation sunglasses, drops and medications, magazines, timers and color chips.
- Greets the patient and escorts them to the pre-exam area.
- Maintain the doctor's patient flow. Keep track of which patients are due next, which have arrived, and who needs to be seen next.
- Escort the patient to the exam room and takes the case history.
- Pre-test and set up for examination patients, measure all glasses in the patient's possession, pull cards of referring patients, note the type of age of current contact lenses, do a brief history and perform preliminary tests, explain the tests being performed, and give the doctor a brief up-date on any special considerations about the patient.
- Properly record information, organize the chart in proper sequence.
- Sterilizes the necessary equipment, set up the room for the examination, takes visual acuity
- Turns the chart over to the doctor with a brief explanation of the patient's complaints, concerns, etc.
- Charge and review the patient's records to be sure all exams and financial information has been properly recorded before dismissing the patient. Make sure the next appointment is set up, if needed.
- Within 24 hours after the patient has left, review his/her records to make certain that all prescriptions are written, lenses ordered, doctor's notes completed, and correspondence written.
- For each patient encounter, whether in person or by phone, make sure the following information is entered on the patient's chart: What was the problem; what action was taken; and what steps are next.  
If contact lenses were dispensed, record parameters and lot number on the patient's chart and also enter these into the computer.  
Enter charges, if any, on patient record and fill out a fee slip.  
Review the patient's chart to make sure records and charges are up to date.
- Screen patient phone calls whenever possible, and refer to the doctor problems you can't resolve.
- Call patients who missed their appointments and reschedule them.
- Call overdue patients and make appointments for them.
- Pull records for patients who are coming in the next day, and ensure that they are appointed properly.
- Keep the pre-test area clean, and periodically check the chair for alignment. Keep photo/field room clean.
- Keep records for contact lens investigational studies.
- Assist with filing, appointment making, incoming phone answering, fee entry and collection, and other reception duties whenever possible.
- Type correspondence and reports as requested by the doctor.
- Know how to change bulbs and fuses in all instruments.
- At the end of each day, plug in all rechargeable instruments in the exam rooms.
- Teach patients about the following topics as needed: contact lens care including enzyme cleaning, hard and soft lens cleaning and disinfection, make-up tips, allergy-related contact lens and solution problems, insertion and removal, wearing time, Contact Lens Replacement Plan, Solution Plan, CL loss and damage prevention, and disposable/planned replacement lenses.
- Perform the following procedures as needed: visual field testing; fundus photography; autorefractometry; keratometry (manual and automated); non-contact tonometry; drop and fluorescein instillation; lid eversion; color vision screening; Stereo Fly test; Amsler grid; confrontation fields; ocular motility testing; pupil evaluation; lensometry (manual and automated); clearing and setting the phoropter; visual acuity testing; case history; fee presentation; measure soft contact lenses (power, diameter, and lens type); insertion and removal of CL's for patient.

### Inventory Responsibilities:

- Contact Lenses, Contact Lens Drops, Solutions, Accessories and Cases
- Bulbs and fuses for exam room instruments
- Drops and Drugs

## OPTICAL/DISPENSARY

### ***Responsibilities:***

- Quality control - seeing that all functions in the dispensary are carried out properly to give patients the best service and best product they can get anywhere.
- Treatment Division - Dispensing patients' new eyewear when finished.

### ***Qualifications:***

- Knowledge of optics.
- Sales experience.
- Experience with patient complaints.
- Knowledge of layout of lenses for cutting and edging.
- Proficiency in frame adjusting and repair.
- Marketing skills.
- Management skills.
- Outgoing, friendly, professional appearance and manner.
- Telephone skills.
- Ability to work well with people.
- Computer knowledge.
- Knowledge of prices and other aspects of the practice.
- Knowledge of various insurance plans and benefits.
- Knowledge of various safety industrial programs.
- Ability to complete tasks in a timely manner.
- Ability to direct and educate the patients.
- Education or Experience beyond high school in a health related field.

### ***Duties:***

- Discuss needs of patients (need for second pair).
- Assist patients with frame selection and sales.
- Discuss Lens options and frame options for best cosmetic and visual results.
- Discuss fee with patient.
- Be sure files are complete with labels and middle sheets, as well as complete vision files. Fill out patient record fully.
- Dispense solutions.
- Educate patients.
- Advise patient of approximate time to receive eyewear.
- Call patient when eyewear comes in.

- Dispense and adjust eyewear.
- Thank patient and tell them if they are happy with our service, we would like to have them refer their family and friends.
- Double check to see that patient file was properly completed.
- Advise patients by phone of new programs and products available.
- Complete forms for Medicare, Medicaid, VSP, and other insurance plans.
- Order lenses.
- Review laboratory invoices.
- Keep lab work caught up.
- Select, deliver, adjust and repair frames.
- Maintain misc. displays in the dispensing room and frame catalogs.
- Meet frame salesperson and select frames for inventory.
- Dust frame displays.
- Clean dispensing room.
- Maintain inventory of frames on the computer.
- Monitor inventory turnover.
- Solve customer complaints.

### ***Additional Duties (Optional)***

- Place follow-up calls within one week after eyewear is dispense to be certain patients are adjusting.
- Telephone recall.
- Write "Thank You's" to patients for purchases.

### ***Statistic***

- Frame Sales
- Lens Sales
- Number of Multiple Pairs Sold

### ***Inventory Responsibility:***

- All misc. optical accessories, including glass cases
- Bulbs for the frame bars
- Frames
- Lab supplies