



Position Description

Position Title: Medical Patient Care Coordinator
Department: Medical
Reports To: Clinical Manager
Status: Non-exempt

Summary

The individual will assist patients and serve as a link among providers, other clinical staff, various departments and organizations in accordance with Health Center policies and procedures.

Duties & Responsibilities

- Greet and assist patients in person in a prompt and courteous manner
- Telephone management including screening calls for triage or urgent care, record message for providers and staff, and relay pertinent health information
- Schedule appointments, accept cancellations, manage no-shows, and reschedule for Medical, Behavioral Health, and Chiropractic
- Take phone message for providers, prepare letters, and relay health information to patients
- Complete prior authorizations and referrals for care as needed and/or requested by provider teams
- Monitor fax folder, referrals, and other forms of patient information including tracking patient follow-up
- Actively manage reports and patient recalls
- Assist in the development and updating of department policies and procedures
- Create new health records for patients who have not previously been treated at the Health Center including knowledge of insurances
- Complete accurate, legal, and ethical documentation in patient medical records/EHR
- Promote the mission, vision and values of the organization in all interactions
- Report to work as scheduled
- Participate in meetings or groups as requested
- Other duties as assigned

Qualifications

The individual must respect the confidentiality of patient information while performing job duties and to establish and maintain effective working relationships with patients, employees and public.

Education and/or Experience

The individual must have an associate degree or equivalent, or six months to one year related experience and/or training (or equivalent combination of education and experience).

Communication Skills

The individual must possess very strong oral and written communication skills and have the ability to read and understand documents; write routine reports and correspondence; speak effectively before groups of customers or employees of organization. Bilingual skills (Spanish/English) are helpful, but not required.

The individual must communicate with patients, families, communities, other health professionals and co-workers in a responsive and responsible manner to support a team approach to the maintenance of health and the treatment of disease. Engage others, appropriate to the specific care situation, in shared patient-centered problem solving.

Computer Skills

The individual must possess a working knowledge of computers and demonstrate the ability to learn practice management system.

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.

- Work may require sitting or standing for long periods of time; also stooping, bending and stretching
- Occasionally lifting 25 pounds or more
- Requires manual dexterity sufficient to operate a keyboard, telephone, copier and other such equipment
- Possess sight and hearing senses to function adequately so that the requirements of the position can be fully met

Work Environment

Work is performed largely indoors and most days are spent working directly with patients. Interaction with others is frequent and interruptive. Work may be stressful at times. The noise level in the work environment is usually moderate. Work hours correspond to the hours that the health center is open, which include weekday business hours and exclude holidays and weekends. Occasional unscheduled overtime may be required. Community involvement is encouraged but not required.

As an organization committed to diversity and inclusion, Scenic Bluffs Community Health Centers provides equal employment opportunities to all employees and applicants for employment, encourages applications from historically underrepresented groups, and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Acknowledgement

This job description describes the general nature and level of work performed by employees assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. All requirements are subject to change over time and to possible modification to reasonably accommodate individuals with a disability.

Employee Signature

Date