JOB DESCRIPTION

JOB TITLE: Care Coordinator
FLSA: Non-Exempt
REPORTS TO: Clinic Manager
Grade:

POSITION SUMMARY: Responsible for providing patients with appropriate referrals to internal/external resources and agencies. Coordinate specialty care for clinic patients. Provide schedule appointments to clinic patients with a provider or physician. Serve as liaison between the provider, registered nurse (RN), licensed vocational nurse (LVN) and Care Team Supervisor to ensure patients receive appropriate care. Must interact in a positive manner with staff, patients, families, and members of the community.

QUALIFICATIONS:

- Required Education- High School Diploma, Medical Assistant
- Two years or more previous experience in medical/hospital/business setting preferred
- Proven reliability, trustworthiness, flexibility, and high ethical standards
- Ability to communicate and relate well to people
- Ability to develop procedures for front desk activities
- Demonstrated ability to treat all individuals with respect and exceptional customer service
- Proficiency in system software, medical terminology, general office machine operations and maintenance. Must type 35 wpm and must work well with others as well as independently.
- Must be able to demonstrate multi-tasking skills in a high stress environment while adhering to HIPAA standards of confidentiality.
- Bilingual in English and Spanish or Khmer preferred.

Primary Responsibilities:

- Ability to complete routine reports, messages, and forms
- Communicate in written and verbal form, using correct grammar
- Submit all correspondence within the requested time-frame
- Relay all messages as instructed
- Organize and file records according to established clinic procedure
- Ability to effectively utilize office machines to include computer, fax, & photocopier.
- Collect and distribute mail in a timely manner, and in accordance with established clinic procedure.
- Participates in huddle
- Schedules appointments
- Takes messages for Care Team
- Follows all policies and procedures
- Responsible for other duties as assigned by supervisor
- Sends authorizations and referrals, completes and documents follow-up on authorizations and referrals to outside agencies, as determined by medical staff to ensure continuity of patient care.
- Enters data into EPIC (Practice Management System)

Updated: May 2019
SPECIFIC JOB COMPETENCIES:

Referrals:

- Follows-up on failed appointments via telephone and correspondence
- Serves as liaison between clinic, school nurses, regional center workers, public health department and other agencies contributing to the care of clinic patients.
- Works with several subspecialist physician offices to prepare paperwork and arrange for scheduling of surgeries and pre-op physicals to maximize provision of care delivered.
- Assist medical staff in the completion of patient forms (i.e. DME’s, IHSS Program, DMV, Medi-Cal Exemption Forms, Etc.)
- Application for Medical Alert Bracelets.
- Assists patients of the clinic to call their HMO plans to switch their health plan and/or PCP.
- Assists medical staff as interpreter and cultural facilitator for chronically ill clinic patients.

Front Office/Check Out

- Schedules appointments for patients checking out and those calling TCC.
- Answers telephone and schedules new appointments
- Provides correct and helpful answers to patient and staff inquiries.

Scanning

- Scan patient information into electronic medical record

Physical Demands: Frequent sitting at a desk for office work. Occasional driving of automobile for outside appointments and meetings. Occasional climbing stairs, stepstools; occasional stooping, kneeling, crouching, crawling, reaching and turning. Continuous use of corrected vision; depth perception; wide field of vision and color. Continuous use of olfactory, auditory and tactile senses. Occasional pushing/pulling to 100 lbs.; lifting up to and carrying to 25 lbs. May require two person patient transfer. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Mental: Duties require attention to detail, alertness, problem solving, tolerance to stress and exercising sound judgment. Also requires abstract thinking and intuitive sense.

Communication Demands: Frequent talking to clinic staff, patients, and external community agencies and professionals. There is daily communication via telephone and in person, including training/giving instructions, receiving instructions and composing accurate written language (English). Must have ability to work with diverse individuals in the Long Beach area and target groups such as mentally-ill, alcohol and substance abusers and homeless individuals.

Updated: May 2019
WORKING CONDITIONS:
Indoor office setting, space limited, air conditioned in the summer and central heat during the winter. Occasionally required to be outdoors for travel, and can be exposed to variable weather conditions. Occasional travel from one clinic location to another for patient care purposes and meetings.

Occasional exposure to noise, moisture, noxious odors and gases. Occasional exposure to dust, dirt, cold, biological and chemical agents.

Work hours: 8 hour work days with variable/flexible hours depending on clinic needs. Overtime may be required.

EMPLOYEE: ___________________________ DATE: ________________

SUPERVISOR: ___________________________ DATE: ________________

EXECUTIVE DIRECTOR: ___________________ DATE: ________________

Updated: May 2019