Job Description

Title of Position: Patient Care Coordinators  Reports To: Director of Operations
Exemption Status: Non-Exempt  Positions Supervised: NA

Summary of Position
Greets, instructs, directs and schedules patients. Exchanges information related to patient visits, answers questions and offers guidance, either face to face, through written correspondence or via the telephone.

Duties and Responsibilities:
• Provides excellent customer service and assists patients in all aspects of their care.
• Check-in patients and systematically verifies and updates insurance information in the medical record accurately and according to departmental policy.
• Systematically updates and records patient information for each visits including: DOB, gender, race ethnicity, preferred language, current telephone numbers, email address, dates of previous clinical visits, legal guardian/health care proxy, primary care giver, presence of advance directives.
• Collect co-pays, deductibles and payments as required.
• Review electronic records for future appointment needs including scheduling of needed appointments.
• Organizes paperwork that is to be given for new patients.
• Takes action to accommodate unplanned patient requests for appointments.
• Maintains provider schedule and follows office scheduling polices.
• Answer and screen telephone calls, take messages and provide information.
• Assists with coordination/distribution of lab results, referral reports, medical records etc. coming in via fax.
• Effectively works as part of care team member to coordinate and prioritize care for Population Management.
• Sort and deliver mail for the Manager.
• Maintain work area and lobby in neat and orderly manner.
• Complete authorization and maintain logs.
• Prepares daily batches for business office.
• Prepare requested daily statistical information.
• Notify the Manager of possible problems:
  - Patient Relations
  - Patient Flow
  - Other Employees, etc.
• Understands HIPAA rules and regulations and follows WMCHC policies and procedures for release of information.
• Coordinate the request and routing of patient records/forms requiring provider review and sign-off
• Acquire appropriate signatures when needed.
• Submit appropriate information per procedure.
• Report equipment or supplies needs to Manager.
• Report malfunctioning equipment to Manager.
Obtains charge information, coding and data entry.
Completes billing and collection processes and prepares for distribution to appropriate sources.
Initiates Downtime procedures in the event of a computer malfunction.
Performs other assigned duties as assigned.

Qualifications
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience
High School Diploma or GED
Two years of experience in a medical office setting preferred
Experience in operating a computer and word processing.

Supervisory Responsibilities
This position has no direct reports.

Other Desired Skills, Abilities, and
- Knowledge of Medical Office Policies and Procedures.
- Knowledge of Medical Terminology.
- Knowledge of the interrelationship of both people and functions within the medical office.
- Knowledge of informal medical office goals, standards, policies and procedures.
- Ability to be tactful and have some persuasion beyond the levels of courtesy and politeness, required.
- Ability to communicate effectively with the public.
- Ability to read, understand and follow oral and written instructions
- Must have strong communication skills with an emphasis in customer service.
- Ability to multi-task and maintain a pleasant approach in a public, high volume setting

Physical Demands The attached physical demands 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.

Signature Employee __________________________________ Date __________________

Signature Manager ___________________________ Date __________________