

Job Announcement



Position Title: CPSP Patient Services Coordinator
Supervises: None
Reports To: Woman's Health and Prenatal Director
Written by: Human Resources Department

Department: Clinical
FLSA: Non-Exempt
Effective Date: 03/22
Approved by:

Salary Grade:

Mission Statement: It is our mission to improve the quality of life for the diverse communities of South Los Angeles and Southeast Los Angeles County by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. We aim to lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient, and culturally responsive services.

General Summary:

Under the direction of the Woman's Health and Prenatal Director the CPSP Patient Services Coordinator will be responsible for a wide range of clerical, administrative, and OB patients follow up as well as delivery outcome. These positions will handle all functions that included scheduling, follow-up calls, education, and collection of accurate data.

Summary of Essential Duties:

- Answers calls and patient inquires and ensure all calls are channeled to, and responded appropriately
- Responds to voicemails as needed
- Makes appointment reminder calls to patients regarding scheduled and missed appointments
- Schedule OB patient appointments and follows up on missed appointments.
- Schedules newborn screening exams within the required screening time
- Schedule postpartum exam as needed
- Maintains, orders and monitors, departmental equipment and supply inventory in accordance with department guidelines
- Open, start and close OB patients' files as needed
- Respond to inquiries and incoming maternity leave forms and EDD form accordingly and on a timely manner
- Provide delivery outcome calls and follow up as needed
- Aid and educate in generations of breast-feeding project
- Performs daily data entry such as demographic characteristics, history and diagnostic procedures, or treatment etc. as required
- Prepare, scans and records documentation utilizing document scanner while verifying consistent patient information
- Verify and audit labs scanning and images to ensure all images were scanned correctly and meet quality standards.
- Researches and gathers data for daily, weekly, and monthly reporting as needed
- Scans and enters required information in the computer system in an accurate and timely manner
- Educates and assist patients with information.
- Liaison and coordinates hospital tours, baby shower and/or hospital visits as needed
- Represents SCFHC in a positive, professional, responsible manner with outside entities
- Networking outside entities

Job Announcement



- Collection genetic screening information as needed
- Answer all inquiries/concerns while exhibiting warmth, compassion, and responsiveness in a professional and timely manner
- Provide tailored health education to patients regarding newborn exams and postpartum information
- Aid and assists with internal audits while working alongside other Departments. Gathers, reviews, and analyzes data required for such audits
- Assist in maintaining and update policies and procedure for department

Job Specifications: *(Knowledge, skills, abilities and experience normally required for competent performance)*

Education and Knowledge

- High School Diploma or equivalent required
- Require knowledge of medical/office equipment, and Basic Medical terminology
- Must be able to communicate effectively, in English, both verbally and written

Experience

- Must have minimum of three years of experience in health care
- Must have excellent communication skills and be detailed orientated.
- Minimum 2 years OB clinic setting

Required Skills/Knowledge/Abilities

- Excellent written, oral and customer service skills with patients, visitors, and staff
- Excellent interpersonal, organizational, and project management skills
- Computer knowledge, Microsoft Office products (Word/Excel), communication systems and internet search capabilities
- Strong charting/documentation skills.
- Must be detailed orientated.
- Bilingual and Bi-literate Spanish/English preferred

Licensure and Certifications

- Current BLS Certification required

Financial Responsibility and Authority:

- None

Deadline: Open until filled

TO APPLY: Send cover letter & resume to Human Resources at hr@scfhc.org or fax to (323) 432-4877

TO APPLY PLEASE VISIT: <https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent>