



PATIENT CARE COORDINATOR JOB DESCRIPTION

Job Title: Patient Care Coordinator

Reports to: Clinic Manager

Job Status: Full-time

FLSA Status: Nonexempt

Revised: 07/28/2023

Summary: The Patient Care Coordinator (PCC) is responsible to assist the Clinic Manager and Providers with administrative and operational tasks to ensure each patient has a smooth and professional experience with SCMC Clinics. The PCC focuses on customer service, fosters open communication, and maintains all doctor's organized and current on patient needs. The PCC is part of a high energy team that focuses on patient health and wellness and ensures that all patient and team interactions are positive and productive.

The Patient Care Coordinator is expected to have 0-4 years of experience working in the field. Compensation ranges between \$19.00-\$25.00 an hour based on experience and requirements.

Essential Functions:

- Greets, receives and escorts patients/visitors, and notifies necessary personnel of their arrival. Answers multiple phone lines and intercom and communicates appropriately. Gives appropriate attention to complaints/requests as needed. Receives, interprets, verifies and processes physicians' orders. Admits/discharges daily patients.
- Provide patient support by greeting patients and identifying self as liaison to patients whether in person or telephone.
- Outreach and offer engagement to patient regarding all SCMC programs.
- Increase access to care by monitoring patients' missed office visits and getting them into the office.
- Educate clients regarding available programs and services offered at SCMC.
- Coordinate, attend events to provide exposure.
- Communicate with patient in in waiting area.
- Confirming Appointments, ensuring documents are available for appointment dates.
- Scheduling Appointments
- Reviewing charts, calling patients,
- Document patient satisfaction surveys, report to management feedback obtained by patients.
- Review discharge plan with patient/caregiver; schedule follow-up appointments with specialists and primary care and remove barriers to care.
- Escalate actively symptomatic patients to PCP.



- Maintains productivity expectations.
- Expected to follow up with attendees of all SCMC events to offer all SCMC services.
- creates and maintains relationships with outside organizations and coordinates with them on outreach and events.
- responsible for monitoring lobby ensuring all guest have been tended to in a timely manner, as well as assist in any completion of New patient paperwork/ program applications (EWC/ FPACT/CHDP gateway)
- Other duties as assigned.

Education and Experience:

- Bilingual: English and Spanish preferred
- Excellent customer service skills
- Welcoming, friendly, and positive attitude
- Ability to communicate effectively with a diverse population.
- Excellent listening skills and verbal communication
- Attention to detail.
- Ability to make patients feel welcome, taken care of
- Conflict resolution skills

Certification and Licensure:

- Minimum 1 year of experience in Customer Service required.
- Minimum 1 years of experience in healthcare setting preferred.
- Medical Assistant diploma highly desirable.

Work Environment:

- Fast-paced environment with occasional high-pressure situations
- Environmentally controlled medical office environment
- Frequent interaction with a diverse population including team members, providers, government officials, patients, insurance companies and other members of the public.

Physical Demands:

- Frequent sitting, writing, typing, grasping and speaking.
- Occasional standing, walking, reaching, bending, stooping, lifting and carrying.
- Lifting, carrying, pushing and pulling up to 25 pounds.
- Frequent use of computer, keyboard, copy and fax machine and phone.

SCMC has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the team member's ability to perform the position



described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors, managers, executives or officers as deemed appropriate. This document does not represent a contract of employment, and SCMC reserves the right to change this job description and/or assign tasks for the team member to perform, as SCMC may deem appropriate.

I have received and reviewed the job requirements listed above.

Employee Name (Print)

Employee Signature

Date

Supervisor Name (Print)

Supervisor Signature

Date