

COMPREHENSIVE COMMUNITY HEALTH CENTERS, INC.
JOB DESCRIPTION

EFFECTIVE DATE: April 30, 2018

REVISION DATE: August 1, 2024

POSITION: PATIENT CARE COORDINATOR (MEDICAL)
REPORTS TO: FRONT OFFICE LEAD
FLSA STATUS: NON-EXEMPT

JOB SUMMARY

Exchanges pertinent non-routine information, answers questions and offers guidance, either face to face, through written correspondence or via the telephone with individuals on a continual basis. Greets, instructs, directs and schedules patients.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Monitor patient/provider schedule, following office policies.
- Ensure the registration and lobby areas are appropriately maintained.
- Greet and Sign In patients, providing exceptional patient experience.
- Check in patients, verify and update necessary information in the medical record through PM system
- Ensure all necessary household and income information is current.
- Collect co-pays, deductibles and payments as required.
- Obtain and verify patient's current insurance information.
- Prepare welcome packets for future patients.
- Register patient data through PM system, including scanning of all documents
- Answer and screen telephone call, takes messages and provides information.
- Sort and deliver mail to Office Manager.
- Attend meetings as required.
- Prepare daily batches for business office.
- Prepare requested daily statistical information.
- Notify the Office Manager of possible problems:
 - Patient Relations
 - Patient Flow
 - Other Employees, etc.
- Know rules and procedures for release of information.
- Acquire appropriate signatures.
- Submit appropriate information per procedure.
- Report equipment or supplies needed to Office Manager.
- Reports malfunctioning equipment to Office Manager.
- Obtains charge information, coding and data entry.
- Completes billing and collection processes and prepares for distribution to appropriate sources.
- Stays in compliance with all HIPAA regulations.
- Performs other assigned duties under the direction of the Office Manager or Physician

PATIENT INTERACTION EXPECTATIONS

- Greet patients before they greet you
- Listen attentively, respond politely, and make eye contact with every patient
- Personalize your interactions with each patient
- Explain to each patient the process of care
- Keep patients informed and provide them with updates throughout their visit.

EDUCATION AND EXPERIENCE

- High School Diploma or GED
- Two years experience in a medical office setting preferred
- Medical Assistant Certification preferred
- Certification through AAMA preferred
- Experience in operating a computer and word processing.

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KNOWLEDGE, SKILLS AND ABILITIES

- Ability to find solutions when barriers are identified.
- Strong documentation skills.
- Ability to multi-task and prioritize when needed.
- Ability to independently seek out resources and work collaboratively.
- Ability to read, understand and follow oral and written instructions.
- Experience and work ethics that supports working within a high functioning, team-oriented environment.
- Demonstrates a willingness and ability to work under supervision.
- Ability to develop and maintain good working relationships with staff.
- Ability to use computer and learn new software programs.
- Excellent interpersonal skills reflecting clarity and diplomacy and the ability to communicate accurately and effectively with all levels of staff and management.
- Demonstrates ability to work in a regulatory climate that includes oversight of state and federal entities, payer contracts etc.
- Possesses ability to communicate effectively, both verbally and in writing.
- Possesses genuine respect for others and acceptance of their individual social and cultural traits.
- Proficient knowledge of Microsoft Outlook.

- Able to travel and attend professional meetings, conferences, trainings and clinic sites.
- Demonstrate flexibility, enthusiasm, and willingness to cooperate while working with others in multi-disciplinary teams.
- Flexible and able to multi-task; can work within an ambiguous, fast-moving environment, while also driving toward clarity and solutions; demonstrated resourcefulness in setting priorities and guiding investment in people and systems.
- Performs other related duties as assigned.

PHYSICAL DEMANDS

Position requires prolonged sitting at a computer, some bending, lifting, stooping and stretching. Good eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, photocopy machine, telephone, and other office equipment is also required. Employee must have normal range of hearing and eyesight.

NOTE: The essential job functions for this position include, but may not be limited to those listed in this job description. Employees hired for this position must be able to perform the essential functions of this job without imposing significant risk of substantial harm to the health or safety of themselves or others

I acknowledge and agree to the terms of the job description:

Employee Name

Date

Employee Signature

Supervisor's Name

Date

Supervisor's Signature