Patient Coordinator

**Title:**
Patient Coordinator.

**Summary of Duties:**
Greets patients and visitors. Checks in patients, gathers necessary demographic and insurance information to input, and schedules patients in a busy medical clinic setting. Serves as a liaison between patient and medical support staff.

**Wage Status:**
Hourly, non-exempt.

**Supervision Received:**
Reports directly to the Patient Coordinator Manager

**Supervision Exercised:**
None

**Physical Demands:**
Work may require prolonged standing or sitting, also walking stooping, bending, reaching and stretching for files and supplies. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard with a speed of at least 40 wpm, mouse, calculator (10-key), telephone, copier, fax, and other such office equipment as necessary. May require lifting up to 20 pounds. Vision must be sufficient to clearly view computer screens and written documents at close proximity and be absent of color blindness. Must be able to hear within normal range. Requires clear speech with a pleasant voice. Requires ability to work under stressful or emergency situations with high concentration and energy level.

**Typical Working Conditions:**
Work is performed in a busy medical clinic environment and involves frequent contact with patients. Work may become stressful at times; interaction with others is constant and interruptive. Contact involves dealing with sick people. Works rotating Saturday mornings, 7:30 to noon.

**Job Duties and Responsibilities:**
(This list may not include all of the duties assigned)

1. Responsible for exhibiting superior customer service to Eye & Ear Clinic patients on the phone and in person.
2. Responsible for consistent and punctual attendance.
3. Greets patients and visitors in a prompt, cheerful, courteous, and helpful manner.
4. Checks in patients, verifies and accurately updates necessary information including insurance, in the computer and medical record.
5. Makes patient appointments following office scheduling policies.
7. Answers telephone, screens calls, takes messages, and provides information.
8. Screens visitors and responds to routine requests for information.
10. Notifies patients when there are doctor schedule changes.
11. Updates physician’s schedules in computer.
12. Keys recall information into the computer.
13. Maintains monthly recall information and schedules recall appointments.
14. Runs afternoon schedule updates.
15. Provides updated weekly physician schedule to Transcription.
16. Provides coding and taping of charts as needed.
17. Cross-trains in other reception areas as instructed for departmental coverage needs.
18. Establishes and maintains cooperative working relationships with co-workers.
19. Completes all work accurately and efficiently.
20. Responsible each pay period for a clean and accurate employee timecard.
21. Maintains work area in a neat and orderly manner.
22. Attends required employee meetings.
23. Performs related work as required.
**Performance Requirements:**
(Knowledge, Skills & Abilities)

Knowledge of office procedures.

Knowledge of English alphabet for filing, as well as grammar, spelling & punctuation to type patient information.

Skill in interpersonal communication

Skill in establishing & maintaining effective working relationships with other employees, patients, organizations, & the public.

Skill in operating a computer, keyboard (40 wpm), fax, calculator (10-key), copier, and other such office equipment.

Ability to maintain confidentiality of sensitive information.

Ability to provide consistent and punctual attendance.

Ability to multi-task and complete tasks accurately and efficiently.

Ability to recognize, evaluate, solve problems and correct errors.

Ability to take initiative, prioritize and use good judgment.

Ability to read, understand and follow oral and written instruction.

Ability to perform with a professional and pleasant attitude.

Ability to demonstrate superior customer service with patients in person and on the phone.

Ability to remain composed under pressure.

**Education:**
High School graduation or GED

**Experience:**
Computer and keyboarding experience required.
One year reception experience in a medical office setting, preferred.

**Computer Experience:**
Computer experience required; keyboarding speed of at least 40 words per minute.
Proficient use of the Internet
Patient Coordinator - general
Revised 6/4/2012 dp

**PHI Access:**
The above job description is allowed primary and secondary access to the following protected health information:

Primary access information may be directly retrieved; secondary access information may be retrieved through the appropriate manager.

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*Staff members of the Eye & Ear Clinic may NOT access records that contain our patient’s individually identifiable health information without a legitimate, work related reason consistent with their job function. Access to the entire medical record is allowed only if in the judgment of the professional medical staff it is necessary for the safety of our patients or the quick, effective delivery of quality health care.*