



JOB TITLE: PATIENT CARE COORDINATOR (PCC) – Front Desk

REPORTS TO: CLINICAL LEAD

SUPPORTS: SCHEDULING LEADS, PCCs, MEDICAL ASSISTANTS, REFERRAL DEPT.

JOB TYPE: Full-time, non-exempt

OVERVIEW: The Patient Care Coordinator will have excellent customer service and phone skills. This position is responsible for front office duties at their designated office. The PCC will demonstrate auditing and problem-solving skills.

RESPONSIBILITIES:

The following reflects management’s definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time with reasonable accommodation.

- Manages patient flow in the office at check-in/check-out when working at clinics.
- Anticipates problems, critical issues and/or opportunities and acts accordingly.
- Process inbound (and outbound – less freq.) referrals and calls to schedule appointments for patients by phone or via the patient portal.
- Uses computerized system (Athena) to match physician/clinician availability with patient’s preferences in terms of time and date of appointment. Schedules with appropriate provider.
- Maintains scheduling system to ensure records are accurate and complete. Verifies that updates (e.g., cancellations or additions) are input into the mater schedule daily.
- Register and creates new Patients in the Athena system.
- Documents notes and requests from inbound or outbound calls with the patients.
- Verifies patient information: DOB, Insurance, address, phone number, care team members.
- Conduct outbound calls to patients that who have not called in to schedule their appointments.
- Process calls from the daily tickler reports.

- Process new referrals in Athena.
- Utilize Provider templates appropriately.
- Use customer service principles and techniques to interact with patients/teammates/providers calmly and pleasantly.
- Submit medical records request from providers.
- *Possible* opportunity to cross-train with RC and Medical Records Tech for vacation coverage/call-outs.
- Works with efficiency and communicates with other PCCs, as appropriate.
- Audits clinic schedules to determine if appropriate referrals are uploaded in the appropriate place in the patient's chart, proactively seek out patient financial resp., ensure authorizations are in place, as needed.
- Has a strong knowledge of which Insurance plans require a referral and shares with team.
- Works closely with Providers and Back Office staff to print reports/documents needed.
- Collects from patients over phone, in-person, through portal.
- Manages the ambiance/environment in the waiting room – seeks out cleanliness opportunities, ensures music is on, completes opening/closing tasks.
- Faxing, as needed.
- Communicates with the team at all times, prevents bottlenecks or long patient waits.
- Other tasks as they are assigned.

MINIMUM POSITION REQUIREMENTS:

Education & experience: High school diploma or GED. Experience working in a medical practice is desired.

Special Skills/Equipment: Bilingual English/Spanish is a plus. Must provide proof of current driver's license and auto insurance. Traveling may be required between clinics and admin offices.

Expectations: Attendance and punctuality is necessary. Ability to work well with a multidisciplinary team. Ability to problem solve and be self-motivated. Must have a commitment to excellence and

high standards. Must have excellent written and oral skills, strong organizational, problem-solving and analytical skills. Must have ability to multitask, manage priorities and workflow. Required to have versatility, flexibility and a willingness to work within constantly changing priorities with enthusiasm and have acute attention to detail. Able to operate computer software with training. Expected to have strong interpersonal skills and have the ability to understand and follow written/verbal instructions. Able to work independently with little or no supervision. Required to have the ability to deal effectively with a diversity of individuals at all organizational level and with external customers.

Physical Requirements and Work Environment: **The physical demands described here 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.* Ability to operate office requirement, including computer and copier equipment. Must be able to sit or stand for long periods of time, with occasional walking. Ability to bend and lift up to 25 pounds. Hearing and vision required.

SALARY/BENEFITS:

Salary: Compensation depends on experience and is competitive. Competitive benefits package: paid holidays, PTO, medical/dental/vision insurance, AD&D insurance, travel reimbursement, employee assistance program.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship. My signature below is to acknowledge that I have received a copy of this job description. I have read and I understand the information contained herein. If I have any questions about the content of this job description, I can contact my Supervisor/Manager or Human Resources.

Employee Name (please print)

Employee Signature

Date