



JOB DESCRIPTION: CARE COORDINATOR

Classification: Non-Exempt
Reports To: Physicians / Physician Assistants
Date: February 2021

Summary / Objective: Responsible for creating a great patient service experience. Provide excellent support to clinicians.

MAIN FUNCTION	Provide excellent patient care responsibilities as assigned by physicians and physician assistants.
Duties and responsibilities	<p>1. Care Coordinator Duties</p> <ul style="list-style-type: none">- Patient care responsibilities as assigned, which may include scheduling and organizing patient flow, accompanying patients to exam/procedure room, and transfer to exam table if needed- Read prior notes to know what is expected at the visit- Keeps patients informed of provider status including wait times in the exam room- Collects and records patient history- Document health history, activities, medication dispensed/prescribed, etc., in the EHR (Electronic Health Record)- Support provider with basic patient care assistance as ordered by physician or physician assistant- Clean room after each patient. Stock room supplies, as necessary.- Provide patient educational materials, communicate physician advise/instructions to patient- Obtain authorization and schedule MRI, CT scans, labs, etc. for assigned providers- Clarify with patient at the end of visit that all their questions have been answered

- Schedule appointments when referrals are made to other physicians
- Assist in completion of disability and other related forms that are provided during the patient visit
- Adheres to infection control/safety guidelines and confidentiality policies
- -Schedule follow up appointments as needed at the end of each patient visit
- This job description is subject to change at any time and may be modified to include other tasks and duties as necessary
- Participates in meetings, in-services and activities
- Seeks out additional assignments and duties

2. Work Quality

- Performs duties in an accurate and organized manner
- Adheres to policies and procedures in performance of duties
- Ensures knowledge of job and asks questions when unsure
- Completes duties within appropriate timeframes

3. Personal Attributes

- Shows initiative and dependability including punctuality and attendance
- Displays good judgement
- Cooperates and is flexible
- Follows appropriate dress code presenting a professional image

4. Customer Service

- Fosters a culture of outstanding patient service showing courtesy in interactions with patients, physicians and co-workers
- Presents good telephone skills

	<ul style="list-style-type: none"> - Responds promptly to patient needs and co-workers' requests <p>5. Communication and Teamwork</p> <ul style="list-style-type: none"> - Expected to be a positive and responsible team member with a good attitude - Presents good oral and written communication skills. <p>6. Professional competence</p> <ul style="list-style-type: none"> - Participates in continuing education and other learning experiences - Welcomes suggestions and recommendations <p>7. Philosophy</p> <ul style="list-style-type: none"> - Supports the practice's ideology, mission, goals and objectives - Performs in accordance with the practice's policies and procedures - Follows the practice's standards for ethical business contact - Recognizes patients' rights and responsibilities
Qualifications	<p>Education / Experience</p> <ul style="list-style-type: none"> - Minimum 2 years' care coordinator experience - Certified Medical Assistant preferred - Experience with Electronic Medical Records - Strong keyboarding skills - Excellent written and verbal communication skills - Proficient with Microsoft Office Suite - Strong people management skills and team working skills
Physical Demands and Work Environment	<ul style="list-style-type: none"> - While performing the duties of this job, the employee routinely is required to sit; walk; talk and hear; use hands to keyboard, finger, handle and feel, stoop, kneel, crouch, twist, reach, and stretch. - The employee is required to move around the office.

	<ul style="list-style-type: none">- Specific vision abilities include close vision, color vision, peripheral vision, depth perception, and ability to focus.- - May occasionally lift and/or move up to 30 lbs.
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Employee Signature

Supervisor Signature

Date

Date