



**JOB DESCRIPTION:
JOB TITLE: PATIENT CARE COORDINATOR**

EMPLOYEE NAME: _____ **EMPLOYEE DOB:** _____
**REPORTS TO: FINANCE DIRECTOR, CLINICAL DIRECTOR, MARKETING
DIRECTOR, EXECUTIVE DIRECTOR**
DATE REVISED/APPROVED: 12/2023
TODAYS DATE: _____

Summary: The Patient Care Coordinator is a health professional who ensures patients get the best care possible. They listen to patients and their families to ensure needs are being addressed, assists with educating parents on medical procedures or conditions, keeps patient records up to date, and acts as a liaison between the patient and healthcare personnel by keeping the lines of communication flowing. The Patient Care Coordinator is also responsible for contacting doctor's offices to help increase patient referrals while building rapport with other healthcare professionals from outside facilities.

Starting Job Pay: \$12.30-\$15/hour (starting pay varies based on prior experience, education, and training. Pay increases are provided based on exemplary performance on regularly scheduled performance evaluations)

Job Responsibilities:

The following is a summary of job responsibilities that are included for the Patient Care Coordinator position. These responsibilities may vary depending on the day, but are intended to describe the general nature, essential functions, and level of qualifications and skills required for the position.

- Perform analytic and data entry tasks given by the Executive Team
- Answer calls, emails and in person questions
- Confidentially manage patient and staff accounts
- Assists with scheduling patient visits and answer pre-visit questions
- Provide patient consultations to discuss any concerns with families
- Work as a team player to ensure each patient receives the best services possible
- Assist with getting prior authorizations and checking insurance coverage: coordinate with Business Administrator
- Contact doctor's offices to obtain patient paperwork/scripts/diagnoses
- Contact families to obtain patient paperwork
- Scan and file documents into patient and staff charts
- Assist team with setting goals for the practice as needed
- Provide community resources and referrals for continuing care



- Contact doctor's offices to schedule meetings to build rapport and referrals
- Sending letters to doctor's office to gather information about the each doctor/nurse practitioner
- Communicate with doctor's offices when their patients are being scheduled for an assessment
- Assist in locating funding for special procedures or other patient needs
- Complete daily/weekly office tasks (not limited to)
 - Filing paperwork/folders
 - Daily cleaning
 - Record keeping of patient referrals
- Attend company meetings

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Communication Skills:

- Listening skills
- Nonverbal communication
- Clarity and concision
- Friendliness
- Confidence
- Empathy
- Open-mindedness
- Respect
- Appropriately give and receive feedback
- Ability to read and interpret parent documents, doctor's reports
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Ability to write families letters regarding therapy services
- Ability to record and understand various data.
- Ability to communicate effectively and professionally verbally and in writing.

Technology Skills:

- Microsoft Word, Excel, PowerPoint
- Spreadsheet skills
- Database and analysis skills
- Web Navigation skills
- Email Management skills
- File Management



- Phone skills
- Electronic Medical Records
- Social Media

Organizational Skills:

- Manage time and deadlines
- Prioritize tasks
- Structure data
- Maintain a clean physical workspace
- File documents, paperwork and other materials
- Keep track of steps in processes
- Lead projects to completion
- Attention to detail
- Project management
- Task analysis
- Workflow analysis
- Budgeting
- Scheduling
- Planning and meeting goals
- Productivity
- Multitasking

Time-Management Skills/Planning skills/Detail-Oriented:

- Prioritizing
 - Allocation
 - Managing expectations
 - Waste prevention
 - Goal setting
 - Prioritizing requests and demands
- Schedule
 - Scheduling software
 - Punctuality
 - Breaking up milestones into projects
- Task Management
 - Proactive
 - Creating daily, weekly and monthly to do lists
 - Thoroughness
 - Organization
 - Email management
 - Dependability
 - Adaptability



- o Ongoing improvement
- o Troubleshooting
- o Quality assurance
- o Conflict management
- o Compliance
- o Brainstorming
- o Efficiency
- o Diligence

Problem Solving Skills:

- Ability to organize time intelligently
- Ability to prioritize, plan, execute strategies
- Ability to think outside the box
- Ability to work under pressure
- Ability to address risk
- Excellent listening skills
- Analytic thinking skills
- Teamwork
- Decision making skills

Friendliness:

- Towards parents, clients, co-workers, and other professionals

Evaluation:

Performance of this job will be evaluated regularly. All employees are subject to a 90-working day probationary period of employment upon hire. A 6-month and 1-year performance review will be conducted. Thereafter, an annual performance review will be conducted and others as needed based on company needs.

I acknowledge that I, _____, have read the above job description and am able to perform this job as described above.

Printed Name

Employee Signature

Date

Human Resources Director Signature

Date