

# Isis Obstetrics and Gynecology, LLC

## Job Description

**JOB TITLE:** Patient Care Coordinator (Check-In)

**DEPARTMENT:** Business Administration

**RESPONSIBLE TO:** Practice Administrator

### **General Summary:**

Under the direct supervision of the Administrator, the Patient Care Coordinator files all patient charts, miscellaneous papers, pulls charts for reports, etc. Serves as a liaison between patients and medical support staff. Provides other diverse duties as required.

### **Essential Job Functions:**

1. Files all patient medical records in a correct and organized alpha system.
2. Pulls all charts for patient's appointments.
3. Pulls patient charts and places medical reports and distributes to the correct Provider.
4. Files all miscellaneous papers, ensuring that each paper is securely attached into the patient's chart.
5. Retrieves incoming faxes. Pulls charts if needed and distributes to appropriate person.
6. Pulls charts for nurse and prescription telephone calls when feasible.
7. Assist with answering incoming telephone calls in a courteous and helpful manner.
8. Responds to and refers patient telephone calls appropriately.
9. Assist with Front Desk coverage during lunch hours, vacations or illness.
10. Schedules and reschedules appointments with appropriate providers.
11. Checks patients in, enters patient demographics (to include insurance information) in and accurate and expedient manner.
12. Maintains patient confidentiality.
13. Maintains work area in a neat and orderly fashion.
14. Assist all front desk staff to ensure that patient flow is smooth and organized.
15. Attends Clinic meetings as required.
16. Use spare time on work related activities that contribute to the clinic's needs.
17. Coordinates efforts to work effectively with others in a manner that is productive.
18. Can be depended upon to modify work schedule as required by the clinic and according to policy.
19. Interacts with fellow employees and management in a way that promotes a harmonious and cooperative working environment.

**Other Duties:**

1. Assist other staff members as needed.
2. Adheres to policies and procedures.
3. Performs other related duties as requested by the Administrator.

**Qualifications:**

1. Knowledge of a Medical Practice's operations.
2. Computer experience and knowledge.
3. Accuracy in alphabet.

**Characteristics:**

1. Must be willing to effectively participate as a team member with the clinic staff.
2. Must be committed to the protection of confidential information, records and/or reports.
3. Must have the ability to communicate effectively in a clear professional and courteous manner.
4. Must have good organizational skills.
5. Must work as a team player and be willing to assist others when required.

**Physical Demands:**

1. Requires sitting, stooping, bending and stretching for files and supplies.
2. Requires manual dexterity sufficient to operate a keyboard and calculator.
3. Requires normal vision acuity and hearing.

**Typical Working Conditions:**

1. Work is performed at the front desk reception area.
2. Involves heavy communication with patients.
3. Work may be stressful at times. Interaction with others is constant.
4. Contact involves dealing with sick and/or emotional patients as well as staff and Physicians.

**Performance Requirements:**

1. Knowledge of a medical practice routine or ability to acquire skills/functions within 90 days.
2. Excellent public relations skills.
3. Ability to communicate effectively.
4. Ability to sort and file material correctly by alpha or numeric system.
5. Must be able to follow verbal and written instructions.
6. Must be able to organize workload to determine priority of clerical duties.
7. Must be able to work in an office with stress factors of telephone calls, noise generated

by fax/copiers/printers and occasional talking.

**Disclaimer Clause:**

The foregoing description is not intended and should not be considered to be an exhaustive list of responsibilities, skills, efforts or working conditions associated with the job. It is intended to be an accurate reflection of the general nature and level of the job.

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**Employee Name (Print)**

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**Employee Signature**

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**Administrator Signature**

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**Date**