



Cow Creek Government Office

Position Description

Position Title: Patient Care Coordinator

Department: CCH&WC

Reports To: Clinic Operations Manager

FLSA Designation: Non-Exempt

Date Written/Revised: 02/09/2015, 6/13/2018

Pay Grade: 4

POSITION PURPOSE:

The Patient Care Coordinator is the first impression patients and guests have of the Cow Creek Health & Wellness Center and the Cow Creek Tribe. Patient Care Coordinators assure an excellent experience for all patients, guests and staff. The position requires excellent organizational and motivational interviewing skills while providing outstanding customer service while gathering data, schedule appointments, providing accurate, helpful information to our patients and users.

ESSENTIAL FUNCTIONS:

- Working within a team environment, utilize medical office competencies, understand and apply written and verbal procedures and instructions.
- Support medical teams through managing consults, referrals, case management, patient reminders, follow-ups, and additional projects as required.
- Answer multi-line telephone system and direct all incoming phone calls to the appropriate staff. Take complete and accurate messages.
- Provide outstanding customer service by greeting patients and staff in a polite, prompt, helpful manner and offer appropriate instruction or direction.
- Obtains and enters patient demographics; updates insurance and patient information with each visit to maintain accuracy for billing and patient health information.
- Schedules patient appointments utilizing EHR and PMAS in coordination with team requirements and established scheduling guidelines and parameters.
- Maintain filing and ensure security of medical records, performing specialized functions and special projects as directed.
- Perform clerical and support duties as assigned by Manager, assist staff with various tasks as assigned.
- Collects co-pays and balances as required by established policies. Understands and can apply payments to balances, while maintaining daily accounting log of patient payments.
- Distribute incoming mail, utilizing established timelines and accuracy.
- Follows opening and closing procedures according to office guidelines.
- Maintains clean and orderly waiting area including reading materials.
- Maintain strictest confidentiality; adheres to all HIPAA guidelines/regulations.

- Maintain a working knowledge of all programs offered by the Health & Wellness Center.
- Attends staff meetings as required.
- Travel as required by job duties.
- Conducts self in accordance with tribal policies & employee manual.

QUALIFICATIONS:

- High school diploma or GED, required.
- Two years Medical Office Experience, required.
- Experience with scheduling referrals and consultation, required.
- Strong working knowledge of office procedures, office equipment, word processing/computer experience and knowledge of government program rules and regulations.
- Proficient in Microsoft Office: Word, Excel, Outlook and Power Point.
- Must demonstrate proven effective interpersonal communication skills.
- Demonstrate the ability to work effectively with staff, local agencies and individuals from different cultural & ethnic backgrounds in a friendly and professional manner.
- Valid Oregon Driver's License, required.

