



Cow Creek Government Office

Position Description

Position Title: Patient Care Coordinator

Department: CCH&WC

Reports To: Clinic Operations Manager

FLSA Designation: Non-Exempt

Location: Cow Creek Health & Wellness Clinic

Pay Grade: 4

POSITION PURPOSE:

The Patient Care Coordinator often casts 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 by assisting with consults, referrals, case management, patient reminders, follow-ups, and additional projects.
- Answer multi-line telephone system and direct 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 information in the Electronic Health Record (EHR), verifies and updates insurance and patient information with each visit to maintain accuracy.
- Schedules patient appointments utilizing EHR in accordance with the established scheduling guidelines.
- Ensure security of medical records and protected health information.
- Maintain strict confidentiality; adheres to HIPPA guidelines/regulations.
- Perform clerical and support duties as assigned by Manager, assist with various tasks and projects as directed.
- Collects co-pays and balances in accordance with established policies. Accurately applies payments to outstanding balances.
- May collect and distribute incoming mail, utilizing established timelines and accuracy.
- Follows clinic opening and closing procedures.
- Maintains a clean and orderly waiting area.

- Maintain a working knowledge of programs offered by the Health & Wellness Center.
- Attends staff meetings and team huddles.

- Travel as required by job duties.
- Conducts self in accordance with Cow Creek Tribal policies & the provisions in the employee manual.

QUALIFICATIONS:

- High school diploma or GED, required.
- Two years of Medical Front Office Experience, required.
- Two years of experience utilizing Electronic Health Records & Practice Management systems required.
- Strong working knowledge of general and medical clinic – specific 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 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.

