



Job Title:	Patient Care Coordinator
Reports To:	Patient Navigation Manager
Department:	Patient Navigation
FLSA Status:	Non-Exempt
Travel:	5%
Supervisory Duties:	None
Work Schedule:	Full Time (40 hours per week)

Job Summary

Patient Care Coordinator provides continuity of care for patients and providers by tracking and documenting outside referrals for specialty care services for the target population. Under the general supervision of the Patient Navigation Manager, the Patient Care Coordinator is responsible for processing specialty referrals and following up for patients of the medical department. Referral source interactions include, but are not limited to working closely with referring providers, facilities, patients, families, insurance companies and the general public to support patient access to care and services to reduce barriers to care and increase accessibility to social and promotes and supports the Patient Centered Medical Home primary mode (PCMH).

Reasonable Accommodation Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Bay Clinic is an equal opportunity employer.

Essential Functions

- Receive referral requests from providers and communicates with them, or a member of the patient's care team, as needed to clarify.
- Schedule, problem solve, communicate, and coordinate referral appointments with outside specialists and insurance companies and representatives to insure patients are notified of scheduled appointments via mail

or phone.

- Assemble information concerning patient's clinical background and referral needs. Per specialists guidelines, provide appropriate clinical information to specialist.
- Contact specialist and insurance companies to ensure prior authorization approval requirements are met for referrals to specialists, diagnostic testing, and other services as deemed necessary per patients insurance company protocol. Present necessary medical information such as history, diagnosis, and prognosis. Advise provider if authorization request is denied.
- Ensure that referrals are addressed in a timely manner.
- Review details and expectations about the referral with patients.
- Verify and ensure current medical insurance information, including patient demographic for referral purposes and process insurance information appropriately.
- Be a part of a Patient-Centered Medical Home Care Team.
- Coordinate with clinical staff to track and document electronically the status of all reports on patients referred to specialties, diagnostic testing, and other services as deemed necessary and follow up for reports not received on referred patients to ensure closure of referral "loop".
- Maintain an accurate records of external referral patient's appointments that are kept, cancelled, no-show, re-scheduled, and current status in EHR; monitor EPM referral tracking system for outstanding provider reports that are (30 days or more old), and follow-up with the appropriate provider.
- Follow-up on patients are supported by a minimum of 3, if appropriate, documented efforts in EHR.
- Obtain ongoing knowledge, documentation and updates of appropriate referral resources, required forms and key contact persons. Identify and utilize cultural and community resources. Establish and maintain relationships with identified service providers.
- Distribute appropriate forms received via traditional mail or fax to the provider for signature, sign-off or further instruction.
- Ensure that all appropriate paperwork are sent to patients health record for scanning.
- Respond to In-house provider questions, request and concerns regarding the status of patient referrals, care coordination or follow-up status.
- Answer, respond and document phone calls, request and questions from patients in real time as appropriate. Calls must be accurately managed or redirected as appropriate. Adhere to BCI Telephone Calls and Voicemail Policy.
- Ensure and maintain client-patient confidentiality by following all applicable HIPAA regulations.
- Organize and prioritize workload based on acuity.
- Assist patients in problem solving potential issues related to the health care system, financial or social barriers (e.g., request interpreters as appropriate, transportation services).
- Be the system navigator and point of contact for patients families, with patients and families having direct access for asking questions and raising concerns. May assume advocate role on the patient's behalf with the insurance companies to ensure approval of the necessary services for the patient in a timely manner.
- Provide patients with other community based resource materials as appropriate.
- Perform any and all tasks as designated by the Supervisor, Patient Navigation Manager including answering and returning phone calls, responding to emails and data entry as needed or performs other duties as assigned.
- Report to work as scheduled and on time and keep supervisor informed as to changes in schedule.
- Performs other duties as assigned.

Qualifications

- Accuracy - Ability to perform work accurately and thoroughly.
- Adaptability - Ability to adapt to change in the workplace.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.

- Communication, Written - Ability to communicate in writing clearly and concisely.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Diversity Oriented - Ability to work effectively with people regardless of their age, gender, race, ethnicity, religion, or job type.
- Empathetic - Ability to appreciate and be sensitive to the feelings of others.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Persistence - Ability to complete tasks or continue in a course of action in spite of opposition or discouragement.
- Reliability - The trait of being dependable and trustworthy.
- Time Management - Ability to utilize the available time to organize and complete work within given deadlines.

Skills & Abilities

Education:	High School Graduate or General Education Degree (GED): Required
Experience:	1 plus years of experience in medical referrals, or other related medical patient support functions in a clinic setting. Knowledge of medical terminology preferred but not required.
Computer Skills:	Past experience in Microsoft Windows and Excel spreadsheet environment preferred but not required. Ability to competently utilize NextGen HealthCare Information Systems to complete daily tasks. Ability to operate with proficiency, the computer packages in use at BCI.

Working Conditions

Health clinic environment with possible exposure to airborne and bloodborne pathogens.

Physical Requirements

Stand for extended periods of time, do repetitive tasks with few breaks.

Physical Demands

N (Not Applicable)	Activity is not applicable to this position.
O (Occasionally)	Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
F (Frequently)	Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
C (Constantly)	Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands		Lift/Carry	
Stand	O	10 lbs or less	O
Walk	O	11-20 lbs	O
Sit	O	21-50 lbs	O
Manually Manipulate	O	51-100 lbs	N
Reach Outward	O	Over 100 lbs	N
Reach Above Shoulder	O		
Climb	O		
Crawl	O	Push/Pull	
Squat or Kneel	O	12 lbs or less	O
Bend	O	13-25 lbs	O
		26-40 lbs	N
		41-100 lbs	N

Other Physical Requirements

- Vision (Near)

****The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*

Prepared By:	Human Resources
HR Director Approval:	
Date:	
Supervisor Signature:	
Date:	
Employee Signature:	
Date:	