



## Cow Creek Government Office

### Position Description

**Position Title:** Patient Care Coordinator

**Department:** CCH&WC

**Reports To:** Front Office Manager

**FLSA Designation:** Non-Exempt

**Date Written/Revised:** 02/09/2015

**Pay Grade:** 5

### 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.

**Cow Creek Government Office**

Position: Clinic Receptionist

**Position Minimum Requirements**

{Continuous -- 67-100% of the day. Frequent -- 34-66%. Occasional - 6-33%. Intermittent -- 1-5%}

- 1. **SITTING** - (Percent of time or hours per day? Surface? Foot controls?) **Continuous**
- 2. **STANDING** - (Percent of time or hours per day? Type of surface? Duration at one time?) **Intermittent on carpet.**
- 3. **WALKING** - (Percent of time or hours per day? Surface? Distance?) **Intermittent on carpet and linoleum.**
- 4. **POSITIONS** - (Can worker change positions frequently? Occasionally?) **Occasionally**
- 5. **LIFTING & CARRYING** - (Weight? Type of object(s)? Frequency? Distance?) **Intermittent**
- 6. **PUSHING/PULLING** - (Weight? Type of object(s)? Times per hour? Distance?) **Intermittent**
- 7. **REACHING/HANDLING** - (Use of hands for repetitive fine manipulation? Distance? Overhead reaching? Frequency?) **Frequent to answer phones and make appointments on the computer.**
- 8. **BENDING/SQUATTING** - (Frequency? From Waist? Knees? Duration?) **Intermittent to none.**
- 8. **TWISTING** - (From what body part(s)? Frequency? How far? Work being done?) **Intermittent to none**
- 9. **CLIMBING** - (Height? Slope? Number of steps? Frequency? On what? Ladder?) **Intermittent to none.**
- 11. **CRAWLING** - (Surface? Frequency? Distance?) **NA**

**ENVIRONMENTAL FACTORS** - (Include whether job is performed inside or out identifying extremes of cold, humidity, heat, etc. Include any hazards such as noise, light, fumes, dust, vibration, liquids, chemicals. communicable disease, etc.)

<input checked="" type="checkbox"/>	Sedentary Work	= Prolonged periods of sitting, exerts up to 10 lbs. of force occasionally
<input type="checkbox"/>	Light Work	= Exerts up to 20 lbs. of force occasionally, and up to 10lbs. of force frequently
<input type="checkbox"/>	Medium Work	= Exerts up to 50 lbs. of force occasionally, and up to 20 lbs. of force frequently
<input type="checkbox"/>	Heavy Work	= Exerts up to 100 lbs. of force occasionally, and up to 20 lbs. of force frequently
<input type="checkbox"/>	Very Heavy Work	= Exerts over 100 lbs. of force occasionally, and up to 50 lbs. of force frequently

**I have read and reviewed this job description with my immediate supervisor and fully understand the terms set forth.**

EMPLOYEE

DATE

SUPERVISOR

DATE

**The job description is not intended to detail every aspect of your job or list every task you may perform. It is provided as a general overview of the responsibilities and skills required to do this job successfully.**