# Patient Coordinator

**ophthalmology Appointment Desk**

**Title:** Patient Coordinator, Ophthalmology Appointment Desk

**Summary of Duties:** Greets patient callers and gathers necessary medical, demographic and insurance information in order to schedule patients in a busy medical clinic setting. Checks in patients and verifies account information for accuracy. Serves as a liaison between patient and medical support staff.

**Wage Status:** Hourly, non-exempt.

**Supervision Received:** Reports directly to the Patient Coordinator Manager

**Supervision Exercised:** None

**Physical Demands:** Work may require prolonged standing or sitting for long periods of time; also walking stooping, bending, reaching and stretching for files and supplies. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard with a speed of at least 40 wpm, mouse, calculator (10-key), telephone, copier, fax, and other such office equipment as necessary. May require lifting up to 20 pounds. Vision must be sufficient to clearly view computer screens and written documents at close proximity and be absent of color blindness. Must be able to hear within normal range. Requires speaking clearly with a pleasant voice. Requires ability to work under stressful or emergency situations with high concentration and energy level.

**Typical Working Conditions:** Work is performed in a busy medical clinic environment primarily through telephone contact with patients and frequent front-desk patient contact. Work may become stressful at times; interaction with others is constant and interruptive. Contact involves dealing with sick people. Works rotating Saturday mornings, 7:30 to noon.
**JOB DUTIES AND RESPONSIBILITIES:**  
(This list may not include all of the duties assigned)

1. Responsible for exhibiting superior customer service to Eye & Ear Clinic patients on the phone and in person.

2. Responsible for consistent and punctual attendance.

3. Greets patients and visitors in a prompt, cheerful, courteous, and helpful manner.

4. Considers patient’s medical insurance in order to schedule appropriate physician appointment. Gathers necessary demographic and insurance information for input into account.

5. Makes patient appointments following office scheduling policies.

6. Remains alert for key words or phrases that would indicate immediate medical attention; forwards patient as necessary.

7. Checks in patients, verifies and accurately updates necessary information including insurance, in computer and medical record.

8. Maintains strictest patient confidentiality.

9. Answers telephone, screens calls, takes messages, and provides information.

10. Screens visitors and responds to routine requests for information.

11. Notifies patients when there are doctor schedule changes and reschedules appointments.

12. Prepares charts for two (2) days out.

13. Obtains referrals for patients.

14. Maintains FAX log and disperses FAX as appropriate.

15. Completes triage forms for walk-in patients; obtains patient chart and forwards form/chart to appropriate Ophthalmic Assistant.


17. Maintains monthly recall information and schedules recall appointments.

18. Runs afternoon schedule updates.
19. Provides coding and taping of charts as needed.

20. Maintain required records, reports and files for the Wenatchee & Omak offices.

21. Cross-trains in other reception areas as instructed for departmental coverage needs; provides back-up coverage when required.

22. Orders and maintains sufficient supplies for the area.

23. Establishes and maintains cooperative working relationships with co-workers.

24. Completes all work accurately and efficiently.

25. Responsible each pay period for a clean and accurate employee timecard.

26. Maintains work area in a neat and orderly manner.

27. Attends required employee meetings.

28. Performs related work as required.

**Performance Requirements:**

(Knowledge, Skills & Abilities)

Knowledge of medical office procedures.

Knowledge of English alphabet for filing, as well as grammar, spelling & punctuation to type patient information.

Skill in interpersonal communication

Skill in establishing & maintaining effective working relationships with other employees, patients, organizations, & the public.

Skill in operating a computer, keyboard (40 wpm), fax, calculator (10-key), copier, and other such office equipment.

Ability to maintain confidentiality of sensitive information.

Ability to provide consistent and punctual attendance.

Ability to multi-task and complete tasks accurately and efficiently.

Ability to recognize, evaluate, solve problems, and correct errors.
Ability to take initiative, prioritize and use good judgment.

Ability to read, understand and follow oral and written instruction.

Ability to perform with a professional and pleasant attitude.

Ability to demonstrate superior customer service with patients in person and on the phone.

Ability to remain composed under pressure.

**EDUCATION:**
High School graduation or GED

**EXPERIENCE:**
One year reception experience in a medical office setting, preferred.

**COMPUTER SKILLS:**
Computer experience required; keyboarding speed of at least 40 words per minute. Proficient use of the Internet

**PHI ACCESS:**
The above job description is allowed primary and secondary access to the following protected health information:

<table>
<thead>
<tr>
<th>Primary Access</th>
<th>Secondary Access</th>
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<tbody>
<tr>
<td>Chart notes</td>
<td>Allergy charts</td>
</tr>
<tr>
<td>Patient demographics/insurance</td>
<td>EOB’s</td>
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<tr>
<td>Correspondence</td>
<td>Daily Deposit</td>
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<tr>
<td>Lab/pathology/op reports</td>
<td>Collection files</td>
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<td>Outside medical records</td>
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<td>Encounter forms</td>
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<td>Referrals</td>
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<td>Hearing aid charts</td>
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<td>Optical charts</td>
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<td>Insurance websites: eligibility &amp; benefits</td>
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<tr>
<td>Scanned medical records: purged &amp; deceased</td>
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<tr>
<td>Patient payments</td>
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Primary access information may be directly retrieved; secondary access information may be retrieved through the appropriate manager.

Staff members of the Eye & Ear Clinic may NOT access records that contain our patient’s individually identifiable health information without a legitimate, work related reason consistent with their job function. Access to the entire medical record is allowed only if in the judgment of the professional medical staff it is necessary for the safety of our patients or the quick, effective delivery of quality health care.