



**BAY CLINIC INC**

## **Patient Care Coordinator**

**Department:** Patient Navigation

**FLSA Status:** Non-Exempt

**Grade/Level:**

**Job Type:** Regular

**Work Schedule:**

40 hours per week

**Job Status:** Full Time

**Reports To:** Patient Navigation Manager

**Amount of Travel Required:** Some travel may be required

**Positions Supervised:** None

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### **POSITION 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 health resources. The Patient Care Coordinator enters referral information into the EHR and follow ups using BCI report server. Promotes and supports the Patient Centered Medical Home primary care model (PCMH).

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### **ESSENTIAL FUNCTIONS**

#### **Reasonable Accommodations 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.

#### **Essential Functions Statement(s)**

- Receives 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. Advises provider if authorization request is denied.
- Ensure that referrals are addressed in a timely manner.
- Review details and expectations about the referral with patients.
- Verifies 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.
- Obtains 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.
- Insures and maintains client-patient confidentiality by following all applicable HIPAA regulations.
- Organizes and prioritizes 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.
- Performs other duties as assigned.

## POSITION QUALIFICATIONS

### Competency Statement(s)

- 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.

### 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		

Reach Above Shoulder	O	Over 100 lbs	N
Climb	O		
Crawl	O	<b>Push/Pull</b>	
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)

**WORK ENVIRONMENT**

Health clinic environment with possible exposure to airborne pathogens.

Prepared By: Sharon Nelson Date: 4/21/16

Director of Clinical Operations: *Claudia M. Roman* Date: 5/18/2016

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. 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. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.