



Job Description for:

### **Patient Care Coordination**

As a Patient Care Coordinator you will be the first line for caregivers, family and other agencies to reach the Clinicians regarding the patients. You will also be the Clinicians assistant. By this we mean, they will call and message you throughout the day about patients and their needs.

Duties you will provide:

Able to receive in-coming calls for clinicians, document and follow clinician's direction regarding communication with patients, families and vendors. Calls to patients, families and caregivers per clinician specific instruction which may include test results, referral information, appointment rescheduling, documented instructions from clinician.

Assists clinicians with referrals to specialists and ordering, including but not limited to home health, hospice, diagnostic testing, medical supplies and equipment. Assists clinicians with obtaining prior authorizations.

Links patient, families, and caregivers with other community resources to enable continued community- based care and to enhance their quality of life.

Assists clinicians with referrals to specialists and ordering, including but not limited to home health, hospice, diagnostic testing, medical supplies and equipment. Assists clinicians with obtaining prior authorizations. May authorize prescription refills for non-controlled drugs if approved by clinicians. Assists with complaint calls, arranging patient transportation and scheduling of interpreters. Takes calls for clinicians, documents and follows clinician direction regarding communication with patients and families. Sends chart notes, specialist referrals, visit summaries and forms for PCP signature as requested.

Documents all of the above interactions in an appropriate and timely fashion to maintain patient's medical record.

Fields complaints that might come in from patients, families or caregivers, documents as directed and forwards to appropriate person.

Other duties as directed.



Skills needed:

Ability to prioritize tasks, problem-solve and stay focused.

Skilled in accurate and effective communications verbally, in writing, and over the telephone.

Ability to interact pleasantly with staff, patients, families, caregivers, and the general public.

Computer skills necessary.

Knowledge of medical terminology, basic patient care, and community resources.

Previous working knowledge of EHR system strongly preferred.

Two (2) years' experience in some aspect of medical field.