

**Job Title:** Patient Care Coordinator  
**Department:** Operations  
**Reports to:** Front Office Lead/Practice Administrator

### **Job Overview:**

Our Patient Care Coordinator department encompasses the initial process of our patient's care beginning with scheduling their first appointment, welcoming the patient upon arrival at our clinic and being the last voice, they hear when they depart our clinic. Therefore, the training and duties for this position will be an all-inclusive experience in scheduling appointments and checking patients in and out.

### **Responsibilities and Duties:**

- Greet patients and visitors with outstanding customer service, whether on the phone for an appointment, greeting the patient or visitor when they arrive and when they depart knowing our company has given them the "attitude of gratitude that they chose us" mentality. We call it POSMctivity!
- Protect the patients' rights by maintaining confidentiality of personal and financial information
- Master the physician's protocols
- Monitor the patient's appointment and wait time by notifying the provider of patient's arrival and/or delays through exceptional navigation and use of the EHR/PM systems
- Maintain patient accounts by obtaining, recording, and updating their personal and insurance information
- Resolve patient's concerns, when necessary, about their appointment by answering their questions and keeping them updated
- Refresh and maintain the reception area throughout the day, as needed
- Attend to the duties of opening and closing the front office
- Any additional tasks assigned, as needed.

### **Qualifications:**

- Must have a high school diploma or equivalent
- Medical experience preferred, but not required
- Verbal, communication and comprehension skills
- Punctuality in arriving to work and reliability in attendance
- Ability to read, write and comprehend tasks given
- Above average computer skills



**Working Conditions:**

- 8 hours per day required, Monday through Friday
- Minimal overtime may be required when necessary
- Minimum travel possible
- Computer and office equipment used daily

**Physical Abilities:**

- Capability of working 8 hours per day
- Sitting, standing, minimal lifting
- Ability to stay at task
- Understandable speaking skills in-person and on-phone
- Repetitive hand movements (computer work)

**This job description is not designed to be a complete inventory of the job duties, responsibilities and qualifications. It's designed to give the general nature and level of work to be performed by employees assigned to this position.**

My signature indicates that I received a copy of my job description and understand the general nature of the job duties and responsibilities that comes with this position at Plano Orthopedic.

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Employee Signature

\_\_\_/\_\_\_/\_\_\_  
Signature Date

\_\_\_/\_\_\_/\_\_\_  
Hire Date