

## PATIENT CARE COORDINATOR

### DEFINITION

As a part of the health care provider team (provider, nurse, medical assistant, etc) the PCC will coordinate the activities of the team by coordinating care to patients on the provider's daily schedule, by proactively managing and coordinating care for patients not on the schedule, disseminate incoming information (in written, verbal, or telephone form) to the appropriate team member so as to contribute to complete preventive, responsive, and chronic care for all patients who are part of the assigned panel; and to perform related duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned management and supervisory staff.

### EXAMPLES OF DUTIES - Duties may include, but are not limited to the following:

Act as a primary conduit for the transmission of information between providers and patients.

Coordinate services for all patients who are part of the assigned panel, especially those within identified population groups needing chronic care management according to established patient population management guidelines.

Provide advocacy, information and referral services to patients and families to address their medical and psychosocial needs.

Review provider schedules and individual patient charts and assist the team in coordinating care for visits and for future healthcare needs.

Handle calls from patients and resolve or transfer/redirect to other team members as appropriate.

Provide an effective communication link between patient and medical staff, including relaying messages from providers, gathering information from patients for providers, etc.

Support patients and providers in the medication refill process

Use registry and other information to inform team members of preventive care required for each patient seen each day.

### EXAMPLES OF DUTIES

Ensure that all patients are tracked and data entered into systems for follow-up and reporting.

Regularly review registry information for assigned panel of patients and arrange for care needed to proactively coordinate healthcare needs.

Coordinate with other team members to ensure that case management services are provided to patients with complex medical and/or psychosocial problems.

Work with the medical staff to develop, implement and carry out programs in chronic disease management for patients, with such problems as diabetes, asthma, congestive heart failure, hypertension and depression, based on chronic disease management model.

Assist in coordination of care with pharmacies, insurance companies and other providers in the community. Ensure that information goes when and where it is needed.

Participate in team decisions regarding data requirements for pro-actively managing the team's panel.

Use and update the directory of resources in the service area to meet basic health and human needs. Act as a back-up to other Patient Care Coordinators or to other team members as needed.

Perform other duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles, practices and concepts of primary medical care.

Laws, rules and regulations governing the treatment and care of patients and the scope of

responsibility of the provider.

Clinical processes and procedures including scheduling, paperwork and assisting other team members.

Principles and procedures of record keeping and recording.

Medical insurance processes.

Diseases, infections and preventative care of patients associated with the clinic.

Services provided by the program, clinic and department.

Community resources, services and programs for patient referral.

Clinical processing and practices.

Clinical supplies and medications.

Modern office procedures, methods and computer equipment.

First aid.

Ability to:

Ability to use the resources available within the Center with little effort.

Ability to handle protected health information (PHI) in a manner consistent with the Health Insurance Portability and Accountability Act of 1996 (HIPAA)

Understand, analyze and transmit information effectively; receive and act upon verbal and written information; learn assigned tasks quickly; anticipate patient and provider needs.

Prioritize work and practice time management to ensure timelines are met and the needs of multiple clients are addressed.

Utilize problem solving skills in a complex environment.

Coordinate and schedule patients for efficient processing in the clinic.

Keep accurate and detailed records and charts on clients.

Establish and maintain professional, effective working relationships with supervisors, peers and clients.

Work effectively in a team environment.

Communicate clearly and concisely, both orally and in writing.

Perform data entry and mathematical calculations as needed.

Use Microsoft word and Excel proficiently

Perform a variety of clerical processing tasks including typing, word processing, filing and receptionist duties.

### Experience and Training

#### Training:

Graduation from high school or equivalent; and

Graduation from an accredited Medical Office Assistant program; or

Graduation from an approved school for Licensed Practical Nursing.

#### Experience:

Two years experience in direct patient care as an LPN or MA.

An equivalent combination of experience and training that will demonstrate the required knowledge and abilities is qualifying.

#### Special Requirements:

Possession of a State of Oregon license as a Licensed Practical Nurse or;

Certification through a nationally recognized Medical Assistant certification program at the time of appointment.

**Some positions may also require, at the time of appointment:**

LANE COUNTY  
Patient Care Coordinator (Continued)

- Possession of a valid driver's license at time of application and a valid Oregon Driver's License by the time of appointment if required to drive.
- Basic Life Saving Skills CPR/AID.