



MORROW COUNTY HEALTH DISTRICT

Excellence in Healthcare

Employment at Morrow County Health District

Morrow County Health District believes that each employee makes a significant contribution to those we serve and the District as a whole. Every day our patients, families, other healthcare providers, visitors and coworkers are always deserving of exceptional, friendly service and the highest level of quality care possible. This is made possible by all employees agreeing to adhere to the District's Promise of Excellence and upholding our True North Statement of "Welcoming our patients and providing exceptional care."

Your contribution to the District and those we care for is not limited by the responsibilities set forth in this position description. This description is designed to outline primary duties, qualifications and job scope, but not limit the employee nor the organization to just the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary.

Title: Clinic Care Coordinator Clerk IV

Dept: Clinics

Exempt/Non-Exempt: Non - Exempt

Reports to: Clinic Director

Pay Equity Group: Union

Effective Date: 09/09/2021

General Position Summary:

The Clinic Care Coordinator is responsible for contacting patients to coordinate healthcare visits, maintaining health maintenance database in electronic health record, spreadsheet analysis and working with clinical teams and the Clinic Director to meet target goals at Pioneer Memorial Clinic or Irrigon Medical Clinic.

Essential Functions:

- Increase patient follow-up and tracking through the use of the Health Maintenance (HM) module in the electronic health record. Includes data entry, abstraction and reporting in the HM Module daily. Use Master Patient Index to research need for services.
- Make initial and follow-up contact with patients by telephone and by mail as needed.
- Schedule appointments for patients for follow-up and preventative care appointments as needed. Update information in Registration module as needed.

- Analyze and sort insurance patient rosters in Excel to identify patients needing services and to meet Meaningful Use measures and target goals.
- Attend all required meetings and complete all assigned trainings by due date.
- Be able to educate patients on the importance of preventative health and screening tests.
- Works with Primary Care Manager and Project Specialist to develop priorities, reporting requirements, and other initiatives as assigned.
- Works independently to prioritize daily tasks and projects for each clinic.
- Research coverage for screening tests and visits to ensure coverage for patient's services if needed.
- Maintain high ethical standards as set forth in the Employee Handbook and MCHD Personnel Policies, and in the Promise of Excellence.
- Follow all infection control precautions and wear proper PPE when required
- Maintain strict patient confidentiality and follow all HIPAA regulations.
- All other job duties as assigned.

SECONDARY FUNCTIONS:

- Works collaboratively with the nursing staff, providers, and patients on a daily basis with regard to Health Maintenance to ensure orders are entered for services according to established workflow. Use Patient Communication module to communicate with other staff when needed.
- Triage questions to providers and clinical staff if needed.
- Maintain utmost confidentiality and professionalism concerning patient matters.
- Document all patient and third party contact and inquiries made in person, by telephone, or mail in the proper forms and files.
- Maintain data for and complete required monthly and quarterly reports as assigned.

Job Scope:

Supervisory Responsibility:

This position does not have any supervisory responsibility.

Interpersonal Contacts:

Must have excellent interpersonal communication skills to accomplish a variety of work with various groups of people, including physicians, patients and family members, personnel from other healthcare organizations and facilities, co-workers as well as the public. A demonstrated understanding and appreciation for diverse cultures is required. Must be able to interact with others in a thoughtful and professional manner.

Specific Job Ability:

- Must be highly self-motivated, accurate, organized, and able to multi-task.
- Excellent verbal and written communication skills.
- High level of proficiency with Word and Excel.
- Knowledge of computers, office equipment, multi-line phone systems, and general office skills.

- Ability to communicate clearly with all patients, residents, visitors, and staff and be able to read and understand written instructions.
- Ability to concentrate on detail with constant interruptions and be able to prioritize job tasks.
- Able to remember day-to-day schedule changes and assignments.

Specific Job Effort:

- Maintain a safe and neat work area. Maintain professional conduct at all times. Report all accidents and/or safety violations immediately. Perform other duties and responsibilities that may become necessary as directed by your Supervisor or the District Administrator.

Education, Experience and Certification/Licensure:

- Graduate from High School or GED required; College degree preferred.
- Minimum 2 years general office experience required; medical office preferred.

Job Conditions:

- Occasional exposure to blood, body fluids, infectious waste, hazardous materials, noise.
- Be able to lift frequently over 10 pounds.
- Able to perform hand, eye, and foot coordination on a constant basis.
- Be able to sit for long periods of time.

I have read the above position description. I will perform the position to the best of my ability. A copy of this position will be placed in my personnel file.

Signature of Employee

Date