

Ione Community Clinic Coordinator

Reports to: Clinic Director
Departments: Clinics
Classification: Union
Date: December 14, 2022

JOB SUMMARY:

Provides day-to-day oversight of operations and workflow of the Ione Community Clinic and assures that the clinic meets Oregon requirements as a state certified school-based health center and Rural Health Clinic. This includes being knowledgeable of all rules and regulations and ensuring policies are current and followed, and providing clinic receptionist duties such as scheduling, patient intake, and insurance/billing management.

The Ione Community Clinic Coordinator also ensures that the clinic operates at peak efficiency in order to provide timely, high quality coordinated care with exceptional patient outcomes. This includes: 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 Ione Community Clinic.

This position carries the responsibility of referral and authorizations at Ione Community Clinic.

ESSENTIAL FUNCTIONS:

1. Staffs SBHC during scheduled operating hours assuring the smooth flow of clinic services.
2. Assures availability of supplies and equipment needed for SBHC operations, ordering needed supplies and equipment within established budget limits.
3. Assures compliance with applicable state laws and standards to maintain Rural Health Clinic status, School-Based Health Center Certification, PCPCH, etc.
4. Monitors and reports performance metrics related to the SBHC. This includes identifying, collecting, analyzing and reporting outcome metrics and key performance measures consistent with SBHC requirements.
5. Performs opening and closing duties of the clinic.
6. Welcomes patients and visitors in person and on the telephone. Answers all inquiries or refers questions to other care team members as needed in a polite and friendly manner.
7. Schedules appointments for the providers to optimize patient satisfaction, provider time, and most effective utilization of examining and treatment rooms. Prepares daily schedule for each provider as needed.

8. As part of patient registration, checks insurance status and verifies eligibility of patients at each visit. Collects co-pay at time of visit and updates all information in the electronic health record.
9. 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.
10. Analyze and sort insurance patient rosters in Excel to identify patients needing services and to meet Incentive Measures and target goals.
11. Attend all required meetings and complete all assigned trainings by due date.
12. Be able to educate patients on the importance of preventative health and screening tests.
13. Works with Clinic Director and Director of Strategic Initiatives to develop priorities, reporting requirements, and other initiatives as assigned.
14. Works independently to prioritize daily tasks and projects for each clinic.
15. Research coverage for screening tests and visits to ensure coverage for patient's services if needed.
16. Assist providers in obtaining authorization from insurance companies as required for medical procedures and services.
17. Assist providers in obtaining referrals from insurances and schedule appointments with specialists.
18. Document all patient and third party contact and inquiries made in person, by telephone, or mail in the proper forms and files.
19. Obtain necessary data from patients and/or family for proper documentation to complete the above services.
20. Requests consult records from outside providers
21. Responsible for following up on all referrals and authorizations, ensuring that the "loop" is closed and patients are notified.
22. Maintain high ethical standards as set forth in the Employee Handbook and MCHD Personnel Policies, and in the Promise of Excellence.
23. Follow all infection control precautions and wear proper PPE when required
24. Maintain strict patient confidentiality and follow all HIPAA regulations.

25. Keeps clinic clean by completing and/or assuring that household duties are carried out each day the clinic is open.
26. Maintains open and positive communication with staff, physicians, clinic partners and other health district departments.
27. Other duties as assigned.

POSITION QUALIFICATIONS:

1. Minimum four years previous office experience preferred, ideally in a clinic setting.
2. Excellent computer experience and multi-line phone system use.
3. Excellent interpersonal skills and work attitude towards patients, families and all other personnel.
4. Ability to prioritize and organize tasks to be performed in an efficient manner.
5. Skill in exercising initiative, judgment, problem-solving, and decision making.
6. Ability to work in a fast paced environment and perform multiple tasks.
7. Ability to promote favorable clinic image with providers, patients, families, staff and general public.
8. Excellent verbal and written communication skills.
9. Bilingual preferred.

WORKING 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.
- 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 jobs.
- Able to remember day to day schedule changes and assignments.

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

Signature of Employee

Date