JOB DESCRIPTION: **Patient Care Coordinator-Sedalia**
EMPLOYEE CLASSIFICATION: **Non-Exempt/Full-time**
REPORTS TO: **Outreach and Enrollment Coordinator**
SUPERVISES: **No Supervisory Duties**

Position Summary: The patient care coordinator is a member of a health care team, which includes, a provider, a behavioral health consultant, a licensed practice nurse (LPN), a registered medical assistant (RMA), a care coordinator, and a patient service representative (PSR) that have been assigned a panel of patients. The role of the patient care coordinator on the team is to provide "planned care" for the team's panel of patients who may have been identified by diagnosis or condition, as being a member of a vulnerable population, and/or as needing transition of care from an outside facility. The patient care coordinator will address barriers to care which may affect patient compliance with their care plan including following up for important appointments. This may include but not limited to, financial barriers to care, transportation assistance, language barriers, or other concerns regarding cultural appropriateness.

Responsibilities and Essential Functions:

- Participate as an active member of a care team, including attending team meetings and/or morning huddles.
- Assist in population management for patients who have been identified by a diagnosis or condition and are in need of services, as determined by the practice's selection of evidence based guidelines for that diagnosis or condition.
- Follow up with patients/families who have not kept important appointments, such as rechecks, preventative care, or post hospitalization.
- Participate in providing formal and informal education based on community needs. This will include networking and the establishment of community support through the attendance of community relations meetings and professional alliances. Identify community access point categories and appropriate outreach strategies.
- Gather and update resource information.
- Run appointment lists from EmoMed on a daily basis for upcoming patient appoints to check Medicaid eligibility and status.
- Assist patients with the enrollment of medical coverage such as Medicaid and the Affordable Care Act (Market Place). The Patient Care Coordinator will be required to attend trainings and be certified to enroll patients in these programs.
- Administration of Show Me Healthy Women/Wise Women program.
- Provide interpretation services for patients to facilitate their care at KTCH and their utilization of community resources.
- Collaborate with other care coordinators and case managers to offer services such as support groups, educational experiences, etc.
- Performs duties as described similar to a sales consultant with the goal of increasing the number of unique patients and encounters for the practice.
- Maintains confidentiality of all patient information.
- Perform backup duties to PSR to provide coverage as needed.
- Performs daily cash drawer audits
- Above average attendance
- Adapt to change as needed.
- Other duties as assigned.

Minimum Qualifications:

- Demonstrate computer skills, word processing

- Demonstrate ability to organize and categorize
- Demonstrate well developed written and oral communication skills with ability to interact with providers and third parties, including ability to utilize tact and sensitivity to timing in personal transactions
- Demonstrate understanding of customer services principles
- Ability to accurately record and transmit detailed information
- Knowledge of available community resources and the ability to evaluate resources and make appropriate referrals preferred.
- Knowledge of health-related financial assistance, including Medicare and Medicaid preferred.
- Ability to interpret and comply with federal, state, and local laws and regulations.
- Ability to deal effectively with a diverse patient population.
- Ability to prepare reports and communicate effectively orally and in writing.
- Bilingual (English/Spanish) preferred.
- Previous experience in operation of office machinery: personal computer, copier, FAX, postage machine, printers.
- Adequate vision. Ability to reach, stoops, walk, and lift 25 pounds.
- Demonstrate Good work habits, such as attendance, punctuality, accountability, thoroughness and resourcefulness.

OSHA Bloodborne Pathogen Exposure:

Category III

JOB CLASS

The Center reserves the right to revise or change job duties and responsibilities as the business need arises. In compliance with EEOC 29 CFR part 1630, if the essential functions of this position cannot be performed in a satisfactory manner by the employee, further accommodations shall be made if it does not constitute undue hardships upon this organization.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required by their supervisor.

I have read and understand the job description.

_____
Employee Signature

Approved: _____
Supervisor Signature Date

EMPLOYEE ACKNOWLEDGEMENT

I understand that in the course of my employment with Katy Trail Community Health, Inc., I may have access to or become aware of confidential medical/wage/disciplinary and/or personal information concerning patients, families, and/or co-workers at the sites operated by Katy Trail Community Health. I understand that this information has been obtained and recorded for the purpose of the patient's medical treatment and/or personnel documentation, etc. I agree that I will use this information only for the purpose of my job responsibilities and that under no circumstances will I disclose any information about any patient or co-worker to any unauthorized person.
I also understand that any violation of this policy may be grounds for termination of my employment with Katy Trail Community Health.

_____ _____
Employee Name (Printed) Employee Signature

_____
Date