

JOB DESCRIPTION OVERVIEW:

The Patient Coordinator may take the initial incoming call for triage and health information services and obtain all demographic information and the reason for the call using the scripted guideline tool before forwarding the call to the Telephone Nurse Consultant.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Upholds and supports the mission, objectives and policies of the TeamHealth Medical Call Center.
- Answers incoming calls according to policy and identifies themselves by their first name and as telephone representative.
- Displays tact and professionalism during all telephone encounters.
- Using approved scripting, collects demographic information and enters the accurate, complete information in the transaction module
- Screens the call using the Inteflecs Complaint tool to identify emergent calls to be handled promptly by the nurse according to policy.
- Informs the caller in non emergent situations that their call will be handled by a nurse either immediately if a nurse is available or within 30 minutes by return call if all nurses are handling other calls.
- Offers and documents non-medical information such as class scheduling and physician referral in accordance with policies and procedures as well as individual client profiles.
- Develops and maintains a positive work climate and supports the overall team efforts of the TeamHealth Medical Call Center
- Openly communicates issues of concern to management team members.
- Works independently and efficiently, and recognizes and deals with priorities.
- Maintains confidentiality of all protected health information and other TeamHealth related information.
- Participates in staff development activities including orientation, continuing education opportunities, and staff meetings.
- Performs other non-clinical duties as assigned or directed.

QUALIFICATIONS / EXPERIENCE:

- Equivalent of a high school diploma
- Bilingual Spanish/English speaking- only for bilingual position
- Professional, courteous telephone voice
- Demonstrate an awareness of self, responsibility, and accountability for own professional practice
- Exhibit effective communication methods and skills, using lines of authority appropriately
- Motivation for self- direction
- Excellent organizational skills

- Good computer skills
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