

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. The Patient Coordinator is responsible for class scheduling and physician referral duties.

The Patient Coordinator assures that communication with each caller is handled in a professional and tactful manner. The Patient Coordinator does not perform any clinical duty or give any medical advice to the callers. The Patient Coordinator reports to the call center Director Operations Non Clinical Supervisor and is supervised by the call center Team supervisor in his absence.

Procedure: The Patient Coordinator involves all the following essential functions, physical and environmental demands, and qualifications.

Essential Functions

1. Upholds and supports the mission, objectives and policies of the TeamHealth Medical Call Center including Quality Initiatives.
2. Answers incoming calls according to policy and identifies themselves by their first name and as telephone representative Patient Coordinator.
3. Displays tact and professionalism during all telephone encounters.
4. Using approved scripting, collects demographic information and enters the accurate, complete information in the transaction module
5. Screens the call using the Inteflecs Complaint tool to identify emergent calls to be handled promptly by the nurse according to policy.
6. 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. Uses appropriate scripting in handling emergent and non-emergent calls.
7. 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.
8. Develops and maintains a positive work climate and supports the overall team efforts of the TeamHealth Medical Call Center
9. Openly communicates issues of concern to management team members.
10. Works independently and efficiently, and recognizes and deals with priorities.
11. Maintains confidentiality of all protected health information and other TeamHealth related information.
12. Participates in staff development activities including orientation, continuing education opportunities, and staff meetings.
13. Performs other non-clinical duties as assigned or directed.

Job Qualifications

The job qualifications for this position are as follows:

- High School Diploma or GED. Some college is preferred.

- 6 months minimum experience positively interacting with customers (i.e. call center, retail, customer service environment, hospitality industry, healthcare, military experience)
- Professional, courteous telephone voice
- Dependable, reliable and trustworthy
- Excellent organizational and computer skills
- Ability to handle confidential information
- Detail Oriented – Accurately process and record information ensuring data integrity
- Ability to follow scripted information while interacting with patients and a willingness to escalate situations as appropriate
- Flexibility with scheduling

Physical and Environmental Demands

The physical and environmental demands for this position are as follows:

- Job performed in a well-lit, modern office setting
- Occasional lifting (20 pounds or less)
- Visual and Auditory acuity
- Manual and finger dexterity
- Occasional stress
- Occasional pushing, pulling, carrying, lifting, bending, and reaching
- Frequent work on a PC/Computer
- Prolonged telephone work and prolonged sitting