

HEARING REHAB CENTER

JOB DESCRIPTION

Job Title:

Patient Care Coordinator

Location:

Various

Position Reports To:

Area Manager

Position Summary:

The Patient Care Coordinator supports for the ongoing high level of patient care while supporting office team. The Patient Care Coordinator is the first point of contact for customers at Hearing Rehab Center and is responsible for greeting customers, answering the phones, scheduling appointments, completing administrative processing and recordkeeping.

Primary Job Functions:

- Opens the office and ensures the front office is in order
- Retrieves phones messages and prioritizes return phone calls
- Greets and assists/directs customers who come to the practice
- Distributes and obtains appropriate forms, including new patient information, insurance information, and HIPAA information for all customers
- Schedules all appointments and confirms the next day appointments
- Answers incoming calls and guides customers to the appropriate service
- Prepares, pulls and files client charts on a daily basis
- Confirms hearing aids and ear molds are ready prior to client appointment
- Maintains office schedule to ensure efficiency and productivity
- Ensures the cookie/beverage area is clean, stocked and coffee is fresh

Accounting functions

- Collects and records payments
- Completes bank deposits
- Works with insurance and other agencies to facilitate authorizations and benefit verification
- May be required to contact customers who have accounts that are 60 days overdue

Product Knowledge

- Performs minor hearing aid repairs as allowed by state law such as battery door or receiver checks
- Performs hearing aid checks and cleaning, as allowed by state law

Miscellaneous duties

- Distribution and preparation of all incoming and outgoing mail/shipments
- Preparation and maintenance of patient and prospective patient files including making new files for new patients and updating current patient files
- Input and maintenance of patient information into the patient management database
- Prepares marketing material as needed
- Prepares daily, weekly and monthly reports as directed
- Establishes and maintains good public relations
- Performs all other miscellaneous duties as assigned
- Practices good safety and infection control protocols
- Exercises confidentiality as it relates to all business and client information

HEARING REHAB CENTER

JOB DESCRIPTION

Job Skills, Knowledge & Abilities:

- Must be high school graduate.
- Excellent interpersonal skills that allow effective working relationships with a diverse customer, colleague, and vendor population. This includes listening, sales, and problem solving skills
- Ability to input and track sales revenues and balance accounts daily, weekly, and monthly
- Must be able to organize time and prioritize numerous duties within strict deadlines
- Requires the ability to deal with numerous interruptions
- Must deal with customers in a caring and respectful manner
- Must be detailed oriented

The company believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. This position description is designed to outline primary duties, qualifications and job scope, but not to limit the employee nor the organization to just the work identified. It is our expectation that each employee will offer his/her services, talents and skills wherever and whenever necessary to ensure the success of our company and mission statement.

Employee Signature: _____ Date: _____