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**Title: Job Description – Patient Service Coordinator**

**Reference #: HR-911**

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<b>Effective Date:</b> 1.2011	<b>Responsible:</b> All Licensed Professional Staff	<b>Next Review Date:</b> 3.2017
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**Qualifications:** An individual who needs to be a high school graduate and above eighteen years of age. After a period of acclimation to his/her specific clinic, the individual will be trained to perform administrative functions the clinic requires.

**Reports To:** Clinic Director

**Supervises:** None

**Physical Requirements:** Able bodied individual able to sit at a desk for a majority of the work day. The individual must have data entry abilities and excellent communication skills. Able bodied with the ability to assist with patient lifting, positioning, and transfer activities as needed. Occasional lifting of 50# required for patient transfers. Individual demonstrates proper body mechanics while bending and lifting.

**Duties & Responsibilities:**

1. Make the patients feel comfortable and happy;
2. Assists in clerical and secretarial functions;
3. Welcome and assist patients;
4. Answer phones and make calls;
5. Manage new patient referrals;
6. Schedule new and existing patients;
7. Verify insurance benefits and obtain insurance pre-authorizations;
8. Collect office visit co-payments and bill payment;
9. Ensure paperwork is complete for new and existing patients;
10. Conduct chart reviews to ensure charts are complete and patients are scheduled properly;
11. Enter patient information and clinical information into the computer;
12. Manage clinical issues lists;
13. Manage and distribute requests for medical records;
14. Conduct mailings and sort mail;
15. Address any concerns from patients;
16. Assist in closing duties; and
17. Perform any other duties requested by the management;

Agency will make all necessary efforts to ensure this position complies with any applicable federal and state laws.

**Form Name & /Number or Attachment Name** (If Applicable):

**Approvals:** PT Northwest Policy Committee

**Review History** (No Changes): 1.2012, 1.2013, 1.2014, 2.2015, 3.2016

**Revision History:** mo/year

**Policy, Procedure or Protocol Cross Reference Information:**

**Source/References:**