

Patient Care Coordinator

A patient care coordinator's job is to ensure that a medical facility is providing high quality care services. They work with administration, staff and patients to reach healthcare goals and keep the lines of communication open. The role of the Patient Care Coordinator is to support all aspects of clinical operations including office administrative support, customer/patient service, and marketing. The ideal candidate should possess strong communication skills, the ability to self start and manage projects, a basic understanding of accounting procedures, excellent organizational skills, and the desire to learn about and promote hearing health care.

- Manage hearing providers schedules to ensure efficient and convenient customer care which include but not limited to Scheduling, confirming and re-scheduling customer appointments on a daily basis (via phone or email).
- Utilize the computer software to efficiently book appointments, update customer information
- Maintain a clean working environment, while following all LBH Health Policies and Procedures
- Ensure customer confidentiality and a work environment to support privacy
- Send and receive hearing devices for new deliveries and repairs
- Collect and record customer payments using web based system
- Compose and send billing packets to business service support center
- Maintain patient intake forms and scan all paperwork to our practice management software
- Respond to patient inquiries in person and over the phone
- Develop an understanding of the clinic to effectively address patient concerns
- Communicate patient needs to provider
- Develop an understanding of insurance benefits in order to help patients navigate hearing testing and purchasing of hearing aids
- Understanding of HIPAA regulations.
- Welcoming patients and informing providers that patients have arrived.
- Processing payments for appointments (taking payment, issuing receipts, marking off payment on electronic patient files).
- Assisting Audiologists on various tasks.
- Answering telephone calls, making bookings for the clinic, taking messages for audiologists.
- Checking email and phone messages for the clinic and passing on to the appropriate staff member.
- Contacting patients when hearing aids are ready for collection after repair
- Contacting patients to schedule delivery appointments when hearing aids are received.
- Arranging couriers for sending packages to manufacturers.
- Preparing proper paperwork, forms, agreements for patient appointments.
- Organizing electronic medical records (includes data entry and ability to scan documents)
- Settlement of receipts at the end of the day.
- Identifying when parts, batteries, stationery, etc. are in need of reorder and placing orders needed.