

Patient Care Manager

Medical or health service care managers who manage facilities are responsible for streamlining business operations and instituting measures to improve care. Other managerial duties include analyzing business processes, creating and reviewing budgets, coordinating with other managers, and assessing business performance. These health care managers may use technological advancements to improve business operations and streamline processes. Additionally, supervisory care managers create schedules, evaluate personnel, and give performance reviews.

- Establish, Implement and evaluate Pcc goals/objectives/operations.
- Assist and support in the process of hiring, training and supervising new and current PCCs
- Assure regulatory compliance with HIPAA, pcc and provider relations, and pcc data entry (via cycle, edocs, google docs)
- Line of contact for elevated patient complaints and emergencies
- Promote company standards of quality and contribute to the overall growth and development of the organization and our guiding principles.
- Monitor PCC calls, customer service, and appointment conversions.
- Collaborate with management by receiving instruction and providing input into company action plans
- Participate in interdisciplinary actions
- Ensure patient satisfaction
- Ensure PCC satisfaction.
- Implement and monitor office policies and procedures.

Specific details include:

- Pre and Post week appointment schedule reviews with PCC's via phone
 - Mondays (starting at 8:30) and Thursdays (starting at 1:30 pm)
- Bi-Weekly ½ day PCC office shadowing
 - Mon- FD/FD, Tues- AV/LB, Wed- RV/CC, Thurs-AP,EK,TL
- bi weekly PCC Conference call. Reporting Review
 - Ins Error, Open invoice, Invoicing, Notes, stock/sycle inventory, Patient Summary, google reviews, Marketing Ads
- Monthly Check in with Providers
- Bi-weekly appointments at Ingleside (Wednesdays from 9-12)
- Quarterly PCC Reviews