



THE PHYSIO SPOT

Patient Care Coordinator Role Description

Reports to: *Patient Experience Manager*

Primary Objectives

- A. Patient experience (at the front desk)
 - B. Provide feedback
 - C. Management of the clinic space
 - D. Operations
-

A. Patient Experience

- Phone performance. Answer rates, new patient booking rates, scripts
- Welcome, assist, and interact with patients - “Grandmother visits” mentality
- Source of information for patients: location(s), services, clinicians, events, coverage
- Front desk décor and setup
- New patient checklist
 - IA Intake forms
 - IA report and email
 - Direct Billing Paperwork
 - IA Intake report - tracking sheet
- Appointment bookings
- Billings and collections (DB and Square)
- Funding information (RAC vs. private)

B. Feedback

- Each month, meet with Patient Experience Manager and the team to discuss operational challenges and solutions
- Attend training sessions and workshops

C. Clinic Space

- Ensure the outside of the clinic (i.e. parking, walkway, front door, sandwich board) is organized, clean, and unobstructed
- Report any issues with the physical space of the clinic
- Front desk and patient waiting area are clean, organized, and follow brand guidelines
- Treatment space, rooms and exercise area are clean, organized, and follow brand guidelines
- Products are stocked, organized, and follows brand guidelines

D. Operations

- Ensure completion of digital checklists
- Phone performance. Answer rates, new patient booking rates, scripts
- Follow patient experience operations - Winback calls, Retention calls, Confirmation calls, Reviews, Patient Satisfaction collection, New Patient Registry, etc
- Responsible for scheduling patient appointments, invoicing, and collections
- Email management, and walk-in procedure
- Follow procedures related to specific programs and patient types (RAC)
- Suggest improvements and escalate any operational issues to the Patient Experience Manager
- Opening and Closing Procedures
- Sending weekly stats (Saturday Shift)