

Job Responsibilities of the Care Coordinator

As a Care Coordinator, you are a valued member of the team. You represent our mission, values, and goals!

Your role is very important to the success of the clinic. You will present patients to the providers and carry out the requests of the providers. You will not present yourself to be a doctor or a licensed provider of any kind. You will ensure that patients receive the highest quality of care in a quick and efficient manner.

In addition to signing the Employment Agreement, which states your specific duties at work, this can be a reference to your job description and responsibilities.

Care Coordinator Responsibilities:

1. Primary
 - a. Coordinating between provider, medical staff and patients
 - i. Ensure provider's orders and plan are followed
 - ii. Transcribe provider's orders and plans
 - iii. Translate orders and treatment plan to the patient
 - iv. Respond to simple questions and give direction based on the provider's treatment plan according to the provider's direction.
 - b. Assisting practitioners with:
 - i. Routine checkups
 - ii. Outpatient procedures
 - iii. Physical exams
 - iv. Medications
 - v. Other tasks as assigned by the practitioner
 - c. Documenting patients' medical information
 - i. Medical History
 - ii. Chief Complaint
 - iii. Current and previous medication lists and Allergies
 - iv. SOAP Note
 - v. Any special requests or needs
 - d. Following up with patients visit and documenting their symptoms

- i. Report any abnormalities/emergencies to the practitioner immediately
 - ii. Call patients to follow up on their care (how are they feeling with the new treatment? Did they get an appointment set up with the specialist? etc.)
 - iii. Review Charts and Records to ensure that patients are being compliant with the treatment plans.
 - e. Preparing and administering medications under the direction of the practitioner
 - f. Performing data entry tasks to document patient records within facility EHR
 - i. Transcribe lab orders as directed
 - ii. Transcribe treatment plan information as directed by the provider
 - iii. Fill out Referrals
 - iv. Fill out Imaging orders
 - g. Maintain organized and accurate patient records
 - h. Provide compassionate patient support and care, attention and assistance during and after office visits
 - i. Perform other tasks as assigned by management/practitioner
- 2. Secondary
 - a. Call patients with results as directed by the provider
 - b. Follow up with Patient's Pharmacies
 - c. Stock and clean patient rooms between visits
 - d. File patient paperwork as needed
 - e. Aid Medical Assistants and Receptionists in their duties as needed
 - f. Clean and disinfect Lab and Lab Draw areas
 - g. Sterilize surgical materials
 - h. Ensure medical waste is properly disposed
 - i. Triage Patients
 - i. Screening patients upon entry
 - ii. Taking Vital Signs
 - iii. Following national, state, local and clinic protocols
 - iv. Preparing patients and their charts to be seen by the provider
 - j. Taking tissue and fluid samples and sending them in for laboratory analysis
 - k. Prepping exam rooms for clinical procedures and assisting practitioners with patient care

Care Coordinator Qualifications:

1. High School Diploma/GED
2. Medical Assistant 5+ Years Experience (with certification preferred)
3. Phlebotomy experience
4. Basic Life Support Certification
5. Ability to handle a fast-paced environment and prioritize tasks based on the importance

6. Excellent communication and problem-solving skills
7. Familiarity with digital record systems
8. Familiarity with medications
9. Outgoing Personality
10. High Desire to Serve Others
11. Team Minded
12. Attentive to detail