

TITLE: Medical Administrative Coordinator
JOB FUNCTION: Operations

DATE UPDATED: 8/12/2020
FLSA STATUS: Non Exempt

GENERAL SUMMARY:

The Medical Administrative Coordinator provides support for an Interdisciplinary team with the primary responsibility for scheduling and managing appointments as well as transportation. Is dedicated to deliver excellent customer service and strengthening the patient/team relationship. Works to improve clinical operations through coordination of contact between team clinicians, patients and referrals outside the center. Reports to the department supervisor.

ESSENTIAL RESPONSIBILITIES:

- Schedules and confirms patient diagnostic appointments, surgeries and medical consultations with specialists as directed.
- Attends team meetings and participates in the coordination of participant care.
- Functions as the Transportation Driver Designee on the IDT and communicates all transportation needs and changes to the Transportation Liaisons.
- Maintains the master weekly appointment schedule and communicates the appointments with participants, caregivers and appropriate staff.
- Tracks receipt of returned office notes, test results, hospital documents and other pertinent documentation in the electronic medical record.
- Runs reports in EMR to ensure tasks and office notes are completed in a timely manner.
- Maintains all current and inactive participants' charts as directed.
- Develops and maintains relationships with existing and new transportation providers and outside specialty offices.
- Works directly with transportation vendors to schedule rides to/from the ADH as well as outside medical appointments based on safety and efficiency.
- Conducts transportation quarterly audits to ensure compliance with CMS for successful surveys.
- Participates in Element Care Committees, as required, and communicates relative information back to the team.
- Perform various clerical and administrative functions, such as ordering and maintaining an inventory of supplies.
- Verifies all demographic and insurance information with hospitals/specialty offices and makes changes as necessary.
- Brings organization and sense of calm to chaotic situations, as necessary, while maintaining standards.
- Ability to pass a fit test. Position requires mask where seal is critical. Incumbent is required to not have facial hair that interferes with a tight seal of the respirator.
- Performs other duties as required.

JOB SPECIFICATIONS:

- High school degree or equivalent.
- Two years experience as a Secretary; Experience as a Medical Secretary-Preferred
- Certified in Medical Terminology- Preferred
- Electronic Medical Record experience- Preferred.
- Strong written and verbal communication skills.
- Ability to multi-task efficiently and effectively in a high pressure environment.
- Organizational skills, problem solving skills and ability to prioritize work.
- Possesses a strong commitment to team environment dynamics with the ability to work independently.
- Personally responsible to complete work in a timely and consistent manner.
- Strong computer skills.

Name printed

Signature

Date