**Job Description: Patient Care Coordinator**

Reports to: Operations Director

Department: Administrative – Front Desk

Exempt Status: Non-Exempt (Hourly)

Position Status: Part Time - 20 hours per week (.5)

**Position Summary**

*How You Will Make a Difference*: Creating a positive first impression is everlasting. Here at Wisconsin Spine and Pain, we believe in creating and fostering excellent patient care and customer service. As the first point of contact, it is essential for our patients to be greeted in a warm and professional manner. It is our goal to register, obtain necessary insurance cards, Photo ID and all applicable consents as efficiently as possible.

**Key Responsibilities/Duties**

* Update and maintain patient demographic information
* Knowledgeable in Commercial and Non-Commercial Insurance, as well as Medicare and Medicaid
* Update and maintain accurate insurance information
* Conduct excellent customer service such as greeting the patient in a timely manner
* Obtaining and maintaining proper consent forms, insurance cards and photo identification
* Collect patient payments at the time of service
* Schedule appointments
* Ability to multitask
* Ability to remain calm and collected during stressful times
* Answer incoming calls in a timely manner
* Knowledge of HIPAA and maintain the privacy of all patient information
* Assist with training peers as needed
* Communicate appropriate and timely information to patients, providers, family members, and peers in a positive, team oriented, and supportive manner
* Utilize technology appropriately
* Willing to learn new processes
* Maintain an organized clean desk, as well as the patient waiting area

**Qualifications**

Education:

Must be a high school graduate or possess a GED

Experience:

Two years of medical office experience is preferred

Knowledge/Skills/Abilities:

Maintain strict confidentiality

Provide excellent customer service as well as patient care

Act as a member of a team, building and maintaining trust. Treat all others with respect

Must have exceptional communication and timely decision-making skills

Must show empathy, patience and remain composed under pressure as appropriate

Work Environment/Physical Demands

Lifting up to 20 pounds frequently

Frequent sitting and talking

Occasional standing, walking, reaching, carrying, lifting, pushing and pulling