



San Diego Cardiac Center Medical Group, Inc.

JOB DESCRIPTION

POSITION: New Patient Coordinator

DEPARTMENT: Scheduling

REPORTS TO: Scheduling Manager

POSITION STATUS: Full Time Non-Exempt

POSITION SUMMARY: The New Patient Coordinator (NPC) coordinates all activities related to the intake of new patients into the San Diego Cardiac Center, and ensure coordination of care between SDCC departments and referring primary care doctors. To carry out duties, training and education in understanding the medical needs of the new patient and match them with the appropriate provider; work with the clinical staff to ensure the the patient has timely access appropriate for their clinical problem; and coordinate assembly of medical records, scans, and test results so that consults can be fulfilled efficiently.

PRINCIPAL DUTIES AND ESSENTIAL FUNCTIONS:

- Responsible for screening all incoming New Patient Calls and Referrals to SDCC and scheduling appropriately.
- Processes incoming referrals in a timely manner. Notifies manager if processing gets behind target (calling patient within 3 days of receipt).
- Prepares, receives, and submits forms, documentation, and correspondences as needed.
- Communicating with scheduling, billing, and authorization personnel to confirm scheduled appointments or appointments that need to be canceled.
- Assists with scanning as needed.
- Manage general and personal voicemail box, responding to all inquiries by end of the day or noon the next business day if calls come after 3 PM.
- Assists with obtaining records as requested by clinical staff or doctors in a timely fashion and coordinates with Medical Records to ensure accurate New Patient records.
- Assist with managing incoming and outgoing faxes.
- Answer patient phone calls and assists them as necessary with accessing their medical records or patient portal account.
- Make copies of patient charts and mail as requested by the patient.
- Provide back-up to Schedulers as needed.
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

- At least 2 (two) years of medical office scheduling and intake experience.
- Working knowledge of third-party payer systems: Medicare, Medicaid, commercial and HMO plans.

- Associates in Business, Health Care Administration, or related field strongly preferred.
- Cardiology experience is highly desirable.
- Minimum 2 years of strong medical records and health information or other medical office administrative or clinical experience.

JOB KNOWLEDGE AND SKILLS:

- Must have superb and demonstratable customer service experience.
- Knowledge of service expectations and service recovery models.
- Must have strong reading/writing skills
- Excellent, problem-solving skills and attention to detail
- Knowledge of medical terminology
- Understanding of healthcare records compliance
- Strong knowledge of HIPAA and PHI
- Navigational knowledge of electronic medical record applications such as Epic, Allscripts, MedInformatix, Quest, LabCorp.
- Must have excellent time management skills, be highly organized, self-motivated.
- Maintain a high level of productivity and confidentiality.
- Strong knowledge of computer-based systems such as Excel, Word, and the Internet with the ability to quickly learn new systems.
- The ability to follow through timely on tasks is essential.
- Possess excellent written, verbal, and interpersonal communication skills.
- Team oriented and leadership skills
- Must possess initiative; tact; poise and excellent customer service skills.

Equipment Operated: Standard medical office equipment, which includes frequent computer use for electronic health record and practice management system.

Work Environment: Position is in a well-lighted office environment. Occasional evening and weekend work.

Mental/Physical Requirements: *While performing the duties of this job, the employee is frequently required to sit (90%) and includes some walking (10%). The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include color vision. Requires prolonged sitting, some bending, stooping, and stretching, requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and other office equipment.*

RECEIPT OF JOB DESCRIPTION:

I have read and understand the job description duties listed for **New Patient Coordinator** and have received a copy.

Employee Signature

Date

Manager or HR Representative

Date