



### Position Description

**Position Title:** Patient Access Coordinator (Help Team Member)  
**Department:** Operations  
**Reports To:** Patient Access Manager  
**Status:** Non-Exempt

### Summary

The Patient Access Coordinator works in collaboration with all members of the health care team. This position is responsible and accountable for assessing health care and human and social service needs. It identifies and links people with community and internal resources, assuring effective services are received in a timely way. The Coordinator is accountable for strong and active data input, and inter-professional communication with all members of the Scenic Bluffs team. This position focuses on reducing patient barriers to finding and maintaining a healthy life.

### Duties and Responsibilities

- Provide assistance to patients with application(s) and preparing necessary documentation for eligibility determination for Federal and State Programs, including Prescription Assistance Programs. Obtains necessary signatures, forms, documentation, and any other steps needed in the process.
- Provides troubleshooting assistance to families for successful enrollment into health insurance programs.
- Provide new patient orientations.
- Attend outreach activities to promote services, as requested (i.e. health fair and community events).
- Assist with patient termination process and call backs.
- Conducts training sessions with staff (i.e. brown bags and staff in-service).
- Find and engage with clients in the community to assess risks, eligibility for services, and provide referral information.
- Routinely communicate with clients' in-person, by telephone, electronically, or by mail.
- Maintain knowledge of available community-based resources and programs.
- Assist in scheduling and accessing health and service appointments (i.e. financial, housing, transportation, appointments, etc.).
- Play an active role in identifying project inefficiencies and finding solutions.
- Define and implement appropriate role boundaries.
- Maintain skill and competence by attending department/staff meetings, community of practice meetings, and by participating in continuous training as required and appropriate.
- Collect and accurately document PRAPARE data from identified patients.
- Attend department patient huddles, daily, to identify non-clinical patient needs.
- Participate in specific initiatives (high utilizers, ICCP, patient contact strategies, etc.) as requested to provide patient support.
- Ensure consistent, accurate and quality documentation of all patient visits within the electronic medical and dental records, CCS program, and other specific initiatives/grant reporting.
- Coordinate activities and outreach based on patient assessments or the opportunity to assess patient needs, utilizing services within the Health Center.
- Ensure team operation hours are covered and recorded within the EMR and company electronic calendars.
- Understand and practice regulatory standards and department/organization policies/procedures including, but not limited to: OSHA, HIPAA, Infection Control, patient care policies/procedures.
- Effectively balance work requirements with learning opportunities.
- Expand job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.

- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
- Promote the mission, vision and values of the organization in all interactions
- Report to work as scheduled
- Other duties as assigned

### **Qualifications**

The individual must respect the confidentiality of patient information while performing job duties and establish and maintain effective working relationships with patients, employees and public. The individual must also possess strong problem solving skills and ability to work without constant supervision.

### **Education and/or Experience**

The individual must have earned a high school diploma or equivalent.

### **Communication Skills and Abilities**

The individual must demonstrate exceptional communication skills along with excellent customer service skills. Bilingual skills (Spanish/English) are a plus. Communicate with patients, families, communities, other health professionals and co-workers with compassion, fairness, courtesy and respect, anticipating needs and understanding their expectations. Willingly engage others, appropriate to the specific care situation, in shared patient-centered problem solving. Take personal responsibility for doing the right thing, and show enthusiasm and pride in the job role and the work of Scenic Bluffs. Perform a variety of duties, often changing from one task to another of a different nature, without loss of efficiency or composure, and be able to perform under stressful conditions when confronted with multiple requests, demonstrating prioritizing skills. Responsibly use time, materials and resources.

### **Computer Skills**

The individual must possess the knowledge of word processing software; ability to learn patient management information system functions of appointment scheduling, charge entry, payment transactions, etc.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work may require sitting or standing for long periods of time; also stooping, bending and stretching
- Occasionally lifting files or paper weighing 25 pounds or more
- Requires manual dexterity sufficient to operate a keyboard, telephone, copier and other such equipment
- Specific vision abilities required by this job include close vision, color vision and ability to adjust to focus

### **Work Environment**

Work is performed in a general office setting. Interaction with others is frequent and interruptive. Work may be stressful at times. Work hours include some evenings and otherwise are generally during normal business hours and average no more than 40 hours/week for full time employees, 30 hours/week for limited full time employees and less than 29 hours/week for part time employees.

### **Acknowledgement**

This job description describes the general nature and level of work performed by employees assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job. All requirements are subject to change over time and to possible modification to reasonably accommodate individuals with a disability.

---

Employee Signature

---

Date