



## Care Coordinator

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**Department:** Clinical

**FLSA Status:** Non-Exempt

**Grade/Level:**

**Work Schedule:**

8 a.m. to 5:30 pm Monday- Thursday.

8 a.m. to 12:00 pm on Friday.

However, additional hours may be required to complete duties.

**Job Status:** Full Time

**Reports To:** Director of Nursing and Clinical Operations

**Amount of Travel Required:** Minimum

**Positions Supervised:** None

### JOB SUMMARY:

The Care Coordinator is part of the care team and under the supervision of the Director of Nursing and Clinical Operations. The Care Coordinator will coordinate care for patients to providers outside of Mainline Health Systems, Inc. The Care Coordinator is involved in continuous Quality Improvement practices and measures as set by Mainline Health Systems, Inc. and in which the practice focus is based on a Patient Centered Medical Home model of Care.

### JOB DUTIES:

#### Include but not limited to:

1. Assist patients with referrals to other providers outside of Mainline Health Systems, Inc. and other services.
  - a. Make appointments, send referrals to outside providers, complete prior authorization if needed, send Medicaid Referral Form for Medicaid patients, notify patient of appointment, follow-up on appointment, request records, and scan records into EMR. Document all information in the open outgoing referral.
2. Interacting with patients and staff on a daily basis.
3. Communication with management in regards to any related issues.
4. Notification of patients regarding missed appointments,
5. Process requests from patients and staff via electronic messages.
6. Additional duties or responsibilities as deemed necessary.
7. Participates in monthly clinical staff meetings
8. Completion of continual job training processes set forth by Mainline Health Systems, Inc.

**QUALIFICATIONS:** All listed below are key skills necessary for the position.

1. Bachelor of Social Work or health care related field
2. Ability to communicate clearly, takes direction, and work well with a team but also self motivated.
3. Positive attitude.
4. Detail oriented.
5. Ability to navigate and utilize electronic medical records.
6. Bilingual preferred, Spanish
7. One year of experience in medical field/setting.

### WORK ENVIRONMENT:

An office environment in a controlled atmosphere building. This is an OSHA low –risk position.

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_