

Medical Office Coordinator Job Description



POSITION TITLE: Medical Office Coordinator
DEPARTMENT: Site Location
REPORTS TO: Operations Specialist

STATUS: Nonexempt/Full-Time
CLASS: Clerical
CLASSIFICATION: Admin.

GENERAL SUMMARY:

Assists the Hospitalist Director and Hospitalists in daily office operations by performing and/or organizing clerical administrative and office functions. Acts as the liaison between corporate office personnel, physicians, patients, hospital personnel and the public in general.

ESSENTIAL JOB FUNCTIONS:

ADMINISTRATIVE:

1. Performs routine clerical tasks such as answering phones, filing, and typing correspondence/schedules/reports.
2. Accepts as requested, registered and express mail and insures that urgent mail is reviewed by the appropriate physician in a timely fashion.
3. Updates the names / contact information and preferences of medical staff desiring to utilize the hospitalist services. Upon request of medical staff member or as requested by the Site Director, provides hospitalist services preference forms and maintains file regarding such medical staff preferences / changes. Coordinates / communicates such updates to the hospital medical staff office and the Emergency Department.
4. After review and approval by the Site Director, assists with facilitating completed employee time records. Assists the Site Director with preparing and submitting the monthly schedule and managing changes to the site schedule via Tangier software.
5. Initiates pages or telephone calls and returns calls to physician office personnel, ancillary services, hospital administration or other organizations to facilitate efficient hospitalist operations as appropriate and/or as directed by a site physician.
6. Arranges hospital or departmental meetings as directed by the Site Director. As requested by the Site Director, attends department meetings; creates and distributes agenda/minutes for department meetings.
7. Assists staff and other department personnel by disseminating pertinent information, providing training, making suggestions, and answering questions to resolve issues.
8. Keeps HMP Hospitalist Site office clean and organized.
9. Performs and assists with other department duties as needed.

CUSTOMER SERVICE

1. Assists in the establishment and maintenance of HMP's relationship with the client (hospital) through behaving in a professional manner with all hospital staff, patients, families, etc.
2. Daily distribution of HMG Frequently Asked Questions (FAQ's) Brochure to all newly admitted patients.
3. Notifies primary care physicians, specialty physicians and/or their Office Managers regarding the admission or discharge of one of their patients. As directed by an HMP physician, provides assistance with communications between an HMP physician and a consulting/referring physician.
4. Completes patient satisfaction (post discharge call backs) and documents findings using the HMG Patient Questionnaire. Completes and maintains related files for submission to HMG in accordance with Performance Improvement Plan.
5. As outlined by Site Director, establishes an organized physician review and filing process for all patient lab data / final reports (radiology, pathology, etc). Assists Site Director/Physicians to prioritize their review and appropriate patient/PCP follow-up for abnormal ancillary test findings. Establishes physician in box files for such reports.
6. Researches and obtains resolution for missing dictation/charts, face sheets and other documents to facilitate patient care of billing operations.
7. Assists patients and HMP physicians regarding patient payment/billing concerns and notifies the appropriate personnel to obtain resolution.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Knowledge of and skill in using computer software with emphasis on basic word processing and spreadsheet applications in a Windows environment.
2. Knowledge of medical procedures and terminology is desired.
3. Skill in operating various office equipment such as copier, document shredder, 10-key adding machine and facsimile.
4. Ability to communicate with employees, physicians and mid-level practitioners, the public and management in a courteous and professional manner.
5. Ability to perform basic mathematical calculations such as adding, subtracting, multiplying and dividing.
6. Ability to maintain confidentiality.
7. Ability to process assigned duties and work independently in an efficient and organized manner.
8. Ability to pay close attention to detail.
9. Ability to effectively work in a multi-task environment.
10. Ability to identify, research and resolve problems and discrepancies.
11. Ability to remain professional in difficult situations.
12. Ability to work extra hours and put forth extra effort when needed.
13. Ability to identify emerging issues and communicate them to management.

EDUCATION AND EXPERIENCE:

High school diploma or equivalent required. Completion of some additional college coursework in business preferred. Minimum of two years experience in a medical office or hospital setting required.

PHYSICAL REQUIREMENTS:

Physical Requirements:	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read records				X
Hearing: Must be able to hear well enough to communicate with coworkers.			X	
Standing/Walking/Mobility: Mobility between departments.			X	
Climbing/Stooping	X			
Lifting/Pulling/Pushing:		X		
Must be able to write, manipulate papers and use phone.				X

PHYSICAL DIMENSIONS:

Light. Occasionally required to exert force or lift between 11-20 pounds of weight.

Attire: Professional attire expected. HMG logo smock / jacket required to be worn during any patient/HMP client interaction. Jeans, shorts, open toe shoes of any style are not permitted. Blouses or collar shirts only.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required to perform all aspects of the job.