



Patient Care Coordinator

This position facilitates and coordinates referral and enrollment of low income, uninsured patients into a specialty care program. Patient Care Coordinator, Project Access Program.

Classification:	Non-Exempt employee; 20 hours per week; Monday-Friday
Salary:	TBD
Job Relationships:	Reports to Program Manager; works in partnership with project access team members, community providers and volunteer medical director.
Supervisor:	Program Manager
Contact/Apply to:	Barbe West Executive Director 4100 Plomondon St. Vancouver, WA 98661 barbe@freeclinics.org www.freeclinics.org
Application Materials:	Cover letter & current resume

Duties & Responsibilities:

1. Assess and complete eligibility and enrollment/re-enrollment for project access applicants.
2. Assist patients with application process for other services in community, i.e. Medicaid, food benefits, housing, cash, VA benefits, bus passes, etc.
3. Maintain an appointment database to assist patients with applications; maintain data base in timely manner.
4. Provide patient orientation and maintain communication with patients regarding care and medication needs.
5. Complete referrals from participating providers and coordinate the patient's ongoing care by setting-up appointments with specialists and ancillary services as needed for the patient's medical treatment plan. Follow-up with primary care clinics to ensure effective patient transitions to primary care health home.
6. Work local project access policies and procedures and understand detailed processes and guidelines.
7. Maintain strong patient and provider relations, assist with questions and provide strategies as needed to foster patient and volunteer satisfaction with program services.
8. Maintain coordination between referral source and project access program.
9. Work with Project Access team members to develop creative solutions that enhance our ability to meet the needs of our patients.
10. Oversee proper care coordination of patient appointments and services.
11. Troubleshoot unusual, problematic or complicated cases.
12. Support Project Access Clinical Review Committee, as requested.

13. Other general office duties as assigned.

Qualifications:

Required Skills & Experience:

1. Degree/Certificate in health or human services field or equivalent experience.
2. Working knowledge/familiarity with medical terminology.
3. Fluent in Spanish.
4. Experience working in clinical/health system setting.
5. Ability to work independently, strong organizational skills, do advanced planning, think systematically, and multi-task consistently.
6. Experience working with the low-income population in the community.
7. Knowledge of financial eligibility information and care management skills.
8. Excellent professional oral communication on phone and in person.
9. Ability to interact effectively with public, patients, physicians and health care providers.
10. Computer knowledge and skills including word processing, data entry, database management, spreadsheets and internet.
11. Understanding of patient confidentiality regulations.
12. Ability to be a team player.

Preferred Skills & Experience:

1. Medical Social Work background.