

Patient Services Coordinator (Senior Population)

Senior Care Coordinators (SCCs) are the first point of contact for our senior patients each year. Monitoring each patient throughout the year, the SCC team ensures our seniors are seen and cared for regularly, and are compliant on required quality measures and care gaps. Every senior patient at Edinger Medical Group is assigned to a dedicated SCC and given access to their direct phone line.

Qualifications:

- High School Diploma or equivalent, Medical Assistant Certificate, or completion of medical terminology course or equivalent experience.
- Must have a strong working knowledge of computers, and must possess the ability to interact and communicate well with physicians, patients, and co-workers.
- Must have up-to-date knowledge of HIPAA and adhere to the set guidelines on patient confidentiality.
- Excellent oral communication skills and compassionate attitude.

Job Functions/Responsibilities Include but are not limited to:

- Review patient list of prior year senior patients (January)
- Contact new patients to receive/retrieve medical records/background information including ancillary results
- Review problem list and contact patient to either schedule initial appointment or educate patient on what they should expect as A senior patient at EMG
- Call and schedule initial annual visit for established patients
 - Schedule second patient visit (including annual physical)
 - Review patient chart to determine if second visit is scheduled
 - Calls patient to schedule second visit
 - Sends patient lab request form (if needed) prior to second visit
- Manage appointment wait list
 - Connect with non-compliant patients (no visits or return calls from patients)
 - Work with the Patient Care Coordinator for patients who need refills – contact patients to coordinate visit at time of refill
 - Review list of patients presenting at the vaccine clinic for non-compliance – schedule visit at the time of vaccine clinic visit
- Coordinate home visits
- Utilize spread sheet for Care Tracking:
 - Lab tests
 - Medical Records
 - Patient visit status for the year

Job Type: Full-time

Location: Fountain Valley Office

Benefits:

- Health, Dental, Vision, Life Insurance
- 401k plan with generous match
- PTO