



PATIENT CARE COORDINATOR JOB DESCRIPTION

EDUCATION:

High School graduate or equivalent required. Knowledge of medical terminology desired. Valid NC Driver's License required.

EXPERIENCE:

Computer skills using Word required. Experience in health care or customer service required. Supervision of others preferred. Excellent telephone skills. Good listener. Ability to operate standard office equipment.

ACCOUNTABILITY:

The Patient Care Coordinator reports to the Office Manager.

FUNCTIONS:

The Patient Care Coordinator functions as a team member of First Choice Home Care, Inc. This person is responsible for computerized scheduling of competent Certified Nursing Assistants (CNAs) and assisting with scheduling of Nurses to provide quality care to clients of Home Care programs offered by First Choice Home Care, in compliance with federal and state regulations, Agency Policies and Procedures, and local requirements.

Responsibilities include but are not limited to the following:

1. Knowledge of the various services offered by First Choice Home Care, Inc. and requirements of each.
2. Knowledge of Agency Policies and Procedures.
3. Enters new client in computer, compiles client chart, changes schedule as needed, documents changes, and appropriately discharges in a timely manner.
4. Receives and maintains current authorizations for services and MD orders.
5. Screens, qualifies, orients, and hires appropriate CNAs
6. Assigns appropriate employees for needs of the client.
7. On-going communication with RN Supervisor regarding client/employee changes.
8. Communicates with employees, clients, families, case managers, referral sources, and other community services and programs regarding changes in client or schedule.
9. Tracks receipt of flow sheets, verifies documentation in computer for billing & payroll, compares documentation to client care plans for accuracy & variations.
10. Is alert to inaccuracies & is responsible for educating field staff to follow POC and proper documentation.
11. Tracks and documents required time-sensitive employee documentation (license, CPR, etc.) and continuing education.
12. Assumes Administrative Assistant duties in her absence.

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13. Counsels, disciplines, terminates, and conducts performance evaluations of CNAs with input from RN Supervisor/Office Manager.
14. Documents employee absences, tardiness, vacation, accidents, and injuries.
15. Supervises documentation of client incident reported by employee.
16. Receives and documents client concerns and complaints and submits documentation to Administrator.
17. Attends meetings and job-related educational opportunities.
18. Prints monthly variances of client's schedule and files in client record.
19. Communicates nursing problems, concern, staffing issues or shortages with Administrator.
20. Rotates On-Call responsibilities after hours with other office personnel.
21. Maintains current client schedules in On-Call laptop.
22. Acquires, shares, and documents knowledge of current trends and new developments through continuing education involving literature, workshops, and training seminars.

The Patient Care Coordinator may be asked to perform additional duties within the scope of the job functions.

OTHER QUALIFICATIONS:

1. Able to stand, bend, stoop, squat, kneel and reach freely.
2. Able to freely lift up to a maximum of 25 pounds.
3. Able to hear, read, write, speak clearly and interpret care plans.
4. Ability to make sound judgments regarding customer service.
5. No facial piercings, excessive or offensive tattoos.
6. Men will be cleanly shaven or facial hair neatly trimmed.

PERFORMANCE EVALUATIONS:

Performance evaluations are performed by the Office Manager with Administrator overview.

I have reviewed my job description and agree to perform all duties mentioned to the best of my ability. I understand my job duties may change as the needs of the Agency change. I further agree to notify my immediate supervisor if I am unable to complete any of my job duties in a timely manner.

Signature
Patient Care Coordinator

Date