



## Patient Care Coordinator Job Description

**Job Title:** Patient Care Coordinator

**Reports To:** Practice Administrator for Administrative issues.

**I. General Duties and Responsibilities (Includes but not limited to the following):**

- Providing optimal new patient coordination and conveying a positive image of Basu Aesthetics + Plastic Surgery through excellent communication and customer service skills in support of patients/families and to ensure an ideal patient experience.
- The employee will ensure that all new patients are well prepared for their first visit by making sure certain patients are being seen by the appropriate medical professional and that patients arrive for their appointment with all pertinent information to ensure optimal care coordination (medical records, test results, etc.)
- Answering and directing calls; handling patient inquiries daily by phone and email communication as they are received.
- Identify obstacles prior to consults as well as opportunities.
- Assist cosmetic patients through the consultation process (including pre and post-surgery).
- Generate financial quotes.
- Assist patients with financing options.
- Follow up with cosmetic consults during their decision process.
- Track and report weekly, monthly and quarterly the number of inquiries, inquiries to consults and consults to surgery.
- Report the number of consults canceled, no-shows and rescheduled to identify trends.
- Report the percentage of inquiries and consults that are not qualified due to financial reasons.
- Report monthly on the number of patients financing.
- Manage and maintain a conversion tracking spreadsheet.

**A. Pre-Procedure Responsibilities:**

- Ensuring that all surgical notes have been completed.
- Assist clinical team members with surgery chart preparations.
- Pre-procedure communication between patient and provider for any necessary documentation. prescriptions, labs, etc. needed in order to proceed with surgery.

**B. Post-Procedure Responsibilities:**

- Post-procedure communication between patient and provider if necessary.

**C. Qualifications of Patient Care Coordinator**

To perform this job successfully, the Patient Care Coordinator must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential function.

**D. Skills and Additional Training:**

- Must be familiar with MS Office, including Excel.
- Must be familiar with CRM program.

**E. Language Skills:**

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals and technical journals.
- Ability to write reports and correspondence.
- Ability to effectively present information and respond to questions from patients, caregivers, physicians and staff.

**F. Mathematical Skills:**

- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

**G. Reasoning Ability:**

- Ability to problem solve and clarify necessary steps of logic and reasoning in a professional manner. Intellectual acuity is a necessary qualification.
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

**H. Physical Demands:**

- The physical demands described here are representative of those that must be met by a Patient Care Coordinator with Basu Aesthetics + Plastic Surgery. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The role of a Patient Care Coordinator requires using the telephone, computer and other related instruments or devices while communicating with patients, caregivers, physicians and staff.
- While performing the duties of a Patient Care Coordinator with Basu Aesthetics + Plastic Surgery's specific vision and hearing abilities required by this job include both vision and hearing acuity.
- Employee will sit for several hours each day but will also need mobility and ability to stand and walk for periods of time.
- Employee may need to lift up to 25 pounds on occasion. May require working under stressful conditions due to deadlines and time constraints.

**I have read and understand the job description and role of a Patient Care Coordinator employed with Basu Aesthetics + Plastic Surgery. Any questions relating to above expectations were answered thoroughly and carefully.**

**Name:** \_\_\_\_\_ **Title:** \_\_\_\_\_

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

**Signature of Practice Administrator:** \_\_\_\_\_