



**Division:** Clinical  
**Department:** Clinical  
**Position Title:** Patient Service Coordinator  
**Report To:** Practice Manager  
**FLSA:** Non-Exempt

**Patient Service Coordinator Summary:**

Serves by determining requirements; answering inquiries; resolving problems; fulfilling requests; maintaining database.

**Patient Service Coordinator Job Responsibilities:**

- Promptly answers, screens, and processes medical service requests and telephone inquiries with strict adherence to confidentiality agreements and policies and procedures.
- Provides information on United Health Centers (UHC) customers' programs, policies, and procedures.
- Collects and enters patient intake information into the appropriate medical service software system to initiate the transaction. Documentation is to be concise, thorough, and accurate.
- Refers patients to the United Health Center's nursing team for triage and medical advice.
- Responds to Crisis/Red Flag calls and refer to nursing staff until resolution.
- Utilizes computer software to schedule appointments, take messages for physician visits and services, and effectively communicates such information to the appropriate party per established protocols or rules of client.
- Participates in internal and external educational opportunities relevant to the call center or customer service environment. Attends or reviews 100% of team meetings annually.
- Responds to irate callers in a professional manner.
- Meets outlined United Health Centers (UHC) benchmarks and/or quality indicators as monitored through audits or recordings.
- Supports organizational changes. Demonstrates flexibility in providing coverage and/or availability for the call center via scheduling adjustments for unexpected absences, events, or call volume variances.
- Other duties and special projects that are assigned by management.

**Service Quality Expectations**

- Customer service oriented.
- Meets United Health Centers (UHC) standards in all categories on a monthly basis.
- Team player.
- Meets the expectations of our internal and external customers in providing excellent service.
- Demonstrates positive customer relationship skills with all telephone encounters.

- Seeks and supports changes in call flow processes and communication services. Suggests improvements and participates in organized efforts to improve service levels.
- Willingly performs other duties or tasks as assigned and handles multiple tasks effectively and efficiently.
- Promotes sense of pride in call center and positive interpersonal relations among all team members.
- Exhibits commitment to effective problem solving techniques when issues arise.
- Continuously acts to maintain a safe, clean, healthy, and fun work environment consistent with United Health Centers (UHC) professional patient/caller service, vision, values, and endeavors.
- Arrives at workstation on time, ready to work, and demonstrates minimal absenteeism.
- Demonstrates effective problem solving skills

### **Job Qualifications**

- Candidate should be bilingual
- High School Diploma (or the equivalent).
- 2 year experience in a customer service environment.
- Basic computer skills that include a combination of experience in a Windows Operating System, e-mail, and data entry experience.
- At least 1 year phone experience in a previous job or volunteer position.
- Knowledge of HIPPA regulations