BRIDGER – Clinic Coordinator Job Description

TITLE: **Clinic Coordinator**

STATUS: 0.7 FTE or greater

DEFINITION

The Clinic Coordinator will carry out responsibilities which insure high quality, well-coordinated patient care in the clinic according to Title X guidelines and Bridgercare’s mission. The Clinic Coordinator will work closely with the Nurse – Quality Assurance Coordinator to insure that supplies, documentation, follow up activities related to patient care, and support staffing are optimized for efficient, compliant provision of high quality patient care.

QUALIFICATIONS

The Clinic Coordinator will have a Bachelor’s Degree in a field with relevance to health care operations. Candidates with relevant work experience or advanced education in public health, business, or another relevant field will be considered with preference. The Clinic Coordinator must have highly developed verbal and written communication skills and the ability to work effectively with administrative, clinical and support staff to accomplish the goals of the program. The Clinic Coordinator must be able to carry out the Clinical Assistant role at Bridgercare, in order to supplement clinic staffing, when necessary, and assist in training this sector of the clinic workforce.

SUPERVISION

The Clinic Coordinator will be supervised by the Executive Director who may seek feedback from the administrative team and Nurse Quality Assurance Coordinator with respect to the Clinic Coordinator’s performance review.

RESPONSIBILITIES

1. Maintain patient care schedule in NextGen and keep Executive and Associate Directors apprised of schedule fluctuations related to patient demand or staffing levels.
2. Purchase medical, pharmaceutical and office supplies in accordance with Bridgercare purchasing policies, with ongoing monitoring of costs, availability of new or improved supply options, and awareness of current inventory levels. Communicate with Executive Director for budgeting purposes about price and supply fluctuations.
3. Collaborate with Administrative team in clinical program goal setting, progress evaluations, and ongoing problem solving.
4. Collaborate with Administrative and Education staff in obtaining grant funding and planning, accomplishing and evaluating grant funded activities and programs.
5. Participate in Clinical Conference calls, staff meetings and trainings, and assist in coordination or provision of continuing education for clinical or support staff.
6. Assist Associate Director in recruitment, orientation and training of students serving as lab volunteers at Bridgercare.
7. Serve as a resource to all staff about supply location, availability, storage requirements, and any additional pertinent information.
8. With training, conduct tasking of Medical and Pap Follow Up in the NextGen system to providers. Assist in completing written and phone notification to patients of follow up due or in obtaining documentation from other providers of referral or follow up outcomes.
9. Coordinate reportable STI follow up with Bridgercare providers, patients and Health Department. Document related patient communication in NextGen.
10. Oversee follow up documentation required from healthcare partners such as the MT Cancer Control Program Review.
11. With supervision or review from the Clinical QA Nurse, conduct or delegate semiannual internal medical and pap smear follow-up audits per Title X guidelines.
12. Maintain expertise in Bridgercare and third party billing practices, and the software systems used to accomplish these tasks. Work with the Office Manager to provide for backup staffing at the Front Desk. Assist in training identified staff in insurance coding, claims submission, and pay downs. Serve as a resource to clerical staff over all front office functions and assist in training new hires. Assist in the hiring process for clerical-clinical assistants.
13. Maintain excellent patient service relationships and represent Bridgercare professionally in all work related interactions with vendors, community members and healthcare and Title X colleagues.
14. Participate in ongoing NextGen training and assist the Administrative team in optimized development and use of this EMR system. Additional duties as assigned by the Executive or Associate Directors