



JOB DESCRIPTION

JOB TITLE: Clinical Office Coordinator	JOB LEVEL: 5
LOCATION:	FLSA STATUS: Non-Exempt
DEPARTMENT: Operations	REPORTS TO: Practice Manager

Brand Promise: *True Patient Centric Care*. This is the statement we make to our patients, coworkers, and the community that identifies what they should expect from us, our services and organization. The Brand Promise defines our entire organization and touches every aspect of HealthSource of Ohio.

Brand Character: *Friendly, Accessible, and Credible*. Every patient. Every encounter. Every employee. Every Conversation. Everyday! This is the personality of our Brand. It's our style, tone and language we use, and the purpose we serve. Our Brand Character drives our behavior and how the world sees HealthSource of Ohio and you.

The Brand Promise and the Brand Character empower you to provide quality care to every patient. We are passionate about making a real difference in the communities we serve.

JOB SUMMARY: Supervise and lead the front and back office of the HealthSource of Ohio practice in order to establish a patient centered environment that exceeds expectations of the patients. Works to create an atmosphere where the practice is considered an 'Employer of Choice' in its local area.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Delivers the HSO brand promise of putting the patient/customer at the center of all we do
2. Promotes sense of pride in clinical office and positive interpersonal relations among all team members.
3. Supports organizational changes. Demonstrates flexibility in providing coverage and/or availability for both front and back office employees for unexpected absences, events, or patient/provider volume variance.
4. Assist in problem resolution by clarifying issues; researching and exploring answers and alternative solutions; escalating unresolved problems as appropriate.
5. Enhances HSO's reputation by fostering ownership and personal responsibility for exceeding patient service expectations.
6. Assist in the preparation of training material and orientation of all new front and back office employees.
7. Coordinates the day to day operations of the back and front office functions to ensure timely patient care and provider efficiency.
8. Participates in the development of staffing schedules with the Practice Manager.
9. Monitors the daily documentation of refrigerator temperatures and informs the Practice Manager of any issues.
10. Monitors the daily scanning and indexing of medical information to the EHR so documents are readily available for providers.
11. Routinely monitors the office EHR in-box during the day to ensure that all messages are managed timely.
12. Responsible for monitoring compliance with HealthSource's policies and procedures.
13. Monitors the procurement of supplies, vaccines, etc. to ensure availability to avoid a negative impact patient care.
14. Monitors and assists the Practice Manager in achieving Operational Benchmarks and associated business goals
15. Exhibits brand characteristics of Friendly, Accessible, and Credible
16. Other duties as assigned

SUPERVISORY RESPONSIBILITIES:

1. Clerical and medical support personnel

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty competently. The requirements listed below are representative of the knowledge, skill and/or ability required

CERTIFICATES, LICENSES, REGISTRATIONS:

- Clinical background; Medical Assistant, LPN or RN preferred

LANGUAGE SKILLS:

- Good verbal and written communication skills. Must be able to effectively communicate with and listen to external clients (patients/vendors) and internal clients (doctors and other HSO team members)

MATH SKILLS:

- Basic math and accounting skills

COMPUTER SKILLS:

- Proficient in electronic medical records and electronic practice management software. Ability to use Microsoft Office Products and to learn new systems as required.

Education and Experience: Check the **Minimum** requirements for education and experience for this position.

Education: *Check appropriate box*

- Basic Skill Set
- High School or Equivalent (GED)
- High School & Specialized Training (*min. 6 mos. - 2 yrs.*)
- Associate Degree
- Bachelors Degree
- Master's Degree
- PhD
- M.D./DO

Experience Required: *Check appropriate box*

- Entry Level
- 3 months – 1 year
- 1 to 2 years
- 2 to 3 years
- 3 to 5 years
- 5 to 7 years
- 8 to 10 years
- > 10 years

Type of Experience:

TRAVEL REQUIREMENTS: Travel to other HSO sites on an intermittent basis

ENVIRONMENTAL CONDITIONS: The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

1. Normal Medical Office Conditions

Potential exposure to blood and body fluid:

- Category I** – *Performs tasks which involve exposure to blood, body fluid, or tissue.*
- Category II** – *Performs tasks which involve no exposure to blood, body fluid or tissue, but may perform unplanned Category I tasks.*
- Category III** – *Performs tasks that involve no exposure to blood, body fluid or tissue.*

PHYSICAL DEMANDS: The physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Physical Activity: *(Check all that apply)*

	N/A	0-25%	26-75%	76-100%	Avg. lbs.
Lift/Carry	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	40
Push/Pull	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reach Overhead	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Climb	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Squat/Bend/Kneel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Stand	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Walk/Move About	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

ACKNOWLEDGEMENTS:

We have discussed this form and agree that it is a fair and accurate description of the responsibilities and expectations of this position.

Employee Signature

Date

Supervisor Signature

Date