

## JOB DESCRIPTION

<b>JOB TITLE:</b> Practice Coordinator	<b>JOB LEVEL:</b>
<b>LOCATION:</b>	<b>FLSA STATUS:</b> Non Exempt
<b>DEPARTMENT:</b> Operations	<b>REPORTS TO:</b> 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. An administrative position that directly reports to a Practice Manager.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Delivers the HSO brand promise of putting the patient/customer at the center of all we do.
2. Demonstrates proficiency in front and back office processes.
3. Coordinates the day to day operations of the back and front office functions to ensure timely patient care and provider efficiency.
4. Supports organizational changes.
5. Demonstrates flexibility in providing coverage and/or availability for both front and back office employees for unexpected absences, events, or patient/provider volume variance.
6. Assist with effective hiring, orientation and training of personnel to include the management and mentorship of staff. Assist with staffing ratio and manage turnover and office overtime.
7. Conduct on going performance management activities, including training, coaching and development. Conduct meaningful annual and initial work period performance evaluations in conjunction with assigned Practice Manager and/or Operations Director supervision.
8. Coordinates office staff schedules, assigns tasks, train new hires, assists in interview process as well as participating in performance evaluations. Monitors staff licensure, CPR status, CME.
9. Maintain all areas of compliance to ensure standards are met (OSHA, CLIA, HIPAA and Medication Management policies and procedures.
10. Support PM in communicating goals and objectives with providers and staff.
11. Assist in problem resolution by clarifying issues; researching and exploring answers and alternative solutions; escalating unresolved problems as appropriate.
12. Communicate and enforce written policies and procedures applicable to the practice, the organization and the staff.
13. Participates in the development of staffing schedules with the Practice Manager. Manages payroll and approves leave requests.
14. Support and advocate office based components of the Revenue Cycle. Manage billing and collection activities: timely management of open encounters, collection of co-payments and patient balance. Daily working bbp reports, i2i reports, sliding fee agreements and other reports and processes that help improve overall financial improvement.
15. Oversee ordering of supplies including vaccines and VFC inventory and managing vaccine inventory. Monitors the daily documentation of refrigerator temperatures and informs the Practice Manager of

any issues.

16. Promote HealthSource standard of patient experience.
17. Manage and support the organizational Sullivan Luallin and other patient experience measures in conjunction with PM support and leadership.
18. Enhances HSO's reputation by fostering ownership and personal responsibility for exceeding patient service expectations.
19. Assists with training and support of NextGen usage in the office. Identifies training opportunities for staff and providers. Assists with enhancements, upgrades and all policies and workflows supported by the organization. Acts as office Supervisor.
20. Monitors and assists the Practice Manager in achieving Operational Benchmarks and associated business goals. Help support the practice in participation of organizational, regional and governmental quality programs, such as: Public Reporting of Quality Data (UDS), Meaningful Use, HEDIS-relative to payer quality incentive, PCMH.
21. Facilitate meaningful monthly staff/providers meetings and producing electronic minutes.
22. Exhibits brand characteristics of Friendly, Accessible, and Credible.
23. Other duties as assigned

#### **LEADERSHIP SKILLS**

1. Identify, design, participate and engage staff in opportunities to improve practice efficiency
2. Build effective relationships with other staff, managers and department leaders.
3. Demonstrated appropriate leadership qualities and promotes Healthsource of Ohio
4. Embrace change and promotes it positively with staff and providers.
5. Demonstrates time management skills
6. Inspire confidence and respect in the workplace
7. Lead with authority and respect
8. Develop a positive work environment and positive relationships
9. Maintain calm and professional under difficult circumstances
10. Problem solves
11. Feedback should be meaningful, non-judgmental and educational/developmental.
12. Recognizes the difference between managing and doing.

#### **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.- 2yrs.*)  
 Associate Degree in:  
 Bachelors Degree in:  
 Master's Degree in:  
 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. *(List specific conditions for the position if any)*

**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.

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Employee Signature Date

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Supervisor Signature Date