



## **Patient Coordinator II**

### **POSITION QUALIFICATIONS FOR POTENTIAL CANDIDATES**

- Possess experience in a clinical setting
- Have a minimum of two years in customer service (preferably in a healthcare setting)
- Obtained a bachelor's degree in psychology, social work, counseling, or a related field of study from an accredited university in the United States
- Meet eligibility for employment through successful criminal and background checks

### **POSITION RESPONSIBILITIES**

- Complete initial evaluations on new clients and patients
- Process crisis calls during normal operating hours
- Conducting psychoeducational groups and support groups for the practice
- Assisting with the inputting of notes into the EHR
- Co-facilitating sessions with licensed clinicians to provide educational supportive tools
- Outreach to local physician offices to inform them of our services and gain more referrals for the practice
- Assist clinicians with creating care plans for clients
- Provide free consultations to potential new clients and patients
- Filtering calls to the behavioral health providers via email (sending the voicemails left for them to their emails)
- Create and edit articles relevant to the practice's niche.
- Back up the administrative staff as needed by answering phones and occasionally assisting with scheduling clients

### **CANDIDATE MUST HAVE EXPERIENCING IN THE FOLLOWING**

- Providing excellent customer service to various populations
- Knowledge of and appropriate application of HIPAA guidelines
- Knowledge of how to code mental health services according to the ICD 10
- Basic Knowledge of group therapy techniques
- Knowledge of crisis intervention procedures

### **CANDIDATE MUST HAVE THE ABILITY TO**

- Work as a team player
- Accept direction and adhere to policies and procedures of the company
- Use effective judgment and maintain confidentiality of patient information at all times
- Create a noise-free workspace within your home that complies with HIPAA regulations for the maintenance of protected health information
- Maintain a consistent high-speed internet connection



## **WORK ENVIRONMENT**

Typically, this job operates in a professional office environment. Until further notice, it will be conducted from a private home office at the candidate's place of residence. This role routinely uses standard office equipment such as computers, phones, and printers.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk, write, type, and listen. The employee frequently is required to sit while using hands and arms. There is no heavy lifting required in this role.