PATIENT SERVICES COORDINATOR  
(BRANCH B, C OR D)

JOB SUMMARY

The Patient Services Coordinator (PSC) assists the Branch Manager/Clinical Field Staff Supervisor (CFSS) with day-to-day branch operations. The Patient Services Coordinator is directly responsible for scheduling visits and assisting with coordination of patient care, accumulating admission/intake information, communicating with physicians about orders and patient progress information, and processing payroll, as applicable.

QUALIFICATIONS

Education/Training/Experience
Must be a graduate of an approved school of professional nursing and licensed in the state of Mississippi. Must have a minimum of one-year nursing experience. Medicare home health and Management experience is preferred. Computer knowledge is preferred.

Traits:
Must possess excellent communication skills, the ability to interact well with a great diversity of individuals, strong organization skills and the ability to manage and prioritize multiple assignments. Must have a good understanding of staffing and scheduling requirements related to home health.

Requirements:
1. Must possess a valid state driver’s license.
2. Must possess automobile liability insurance.
3. Must wear seat belts at all times while driving.
4. Dependable transportation kept in good working condition.
5. Must be able to drive an automobile in all types of weather conditions.
6. Currently licensed in the state of Mississippi.
7. May be non-clinical.

Physical Demands:
1. Communicate effectively with staff, patients and/or family through speaking and hearing.
2. Travel to other branch offices, parent office and/or patient’s homes.
4. Manual dexterity to operate office equipment including, but not limited to, computers, printers, faxes and/or copiers.
5. Visual acuity to evaluate and peruse employee documentation.
6. Moderate to significant physical demands, including but not limited to, sitting, standing, walking, squatting, kneeling, bending, lifting, carrying and/or pushing, repositioning or transferring adult human beings.

PATIENT SERVICES COORDINATOR (BRANCH B, C OR D), CONT’D.
Risk Category I:
1. May anticipate exposure to blood and/or body fluids during the performance of job duties.
2. May be exposed to extremes in temperature and humidity when traveling and in patient homes.
3. May be exposed to dust, gas, fumes, and odors when traveling or in patient homes.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

1. Edit schedule for agents calling in sick and ensure patients are reassigned in computer database.
2. Receive calls from the field staff in the absence of the CFSS. Refer clinical questions to Branch Manager as necessary.
3. Receive referrals from physicians and staff and enter referral into Homecare Homebase.
4. Prepare and maintain necessary information according to the On-call Procedure.
5. Track patient hospitalization and update patient status as appropriate.
6. Complete requested schedule as task appears on the action screen in HBSS and assign staff to the requested visits according to agency scheduling guidelines.
   a. Schedule discharge visit/OASIS Collection or recert visit following case conference with task appears on action screen.
   b. Reschedule declined or missed visits.
   c. Process reassigned and rescheduled visits.
   d. Ensure Supervisory Visits are scheduled according to agency protocol and regulatory mandates.
   e. Advise Branch Manager of unresolved visit coverage.
7. Run Agency Summary Report according to designated time frames and follow-up with appropriate personnel.
8. Run and review reports designated in Administrative tasks or requested by the Operations Team within defined time frames.
9. If the PSC is an LPN, receive lab reports and assess for normality. Route copy of lab to physician, make a copy for the LP and route copy to the Medical Records Department.
10. Review weekly schedules for productivity/geographic issues and make necessary changes according to agency protocol.
11. Correct the schedule database daily to allow completion of verification process when differences occur between what is scheduled and what needs to be verified.
12. Assist with internal transfer of patients between branch offices.
13. Function as staff nurse PRN.
15. Utilize current technology to fulfill job functions.

PERSONAL PERFORMANCE

1. Seeks opportunities to serve and respond to needs of others.
2. Manages workload with minimal unplanned absences.
3. Reports actual workload, work time and mileage with honesty and integrity and completes entries on a timely basis.
4. Submits Bright Ideas in support of agency pillars of success.
5. Identifies problems and seeks appropriate resolution to ensure quality care and a cooperative work place.
6. Demonstrates respectful, professional communication when interacting with patients, families, caregivers, physicians, coworkers and others.