



Position Title: Bilingual Patient Care Coordinator (English / Spanish)
Status: Full Time, Hourly, Non-Exempt
Pay Rate: \$16.00 / hour
Department: Open Door Clinic
Reports To: Case Management Manager

Job Objective/Summary: The Bilingual Patient Care Coordinator supports clinic staff members with the delivery of patient's care and other aspects of clinic operations.

Essential Job Duties and Responsibilities include, but are not limited to, the following:

- Assist in the daily coordination of the provider's schedules.
- Responsible for accurately retrieving all messages left on the provider line.
- Respond to all messages from within the EHR system and from the appointment and cancellation lines within 24 hours of receipt and schedule and reschedule patients accordingly.
- Accurately process specialty referrals and diagnostic testing results.
- Responsible for mailing laboratory letters to patients regarding their test results.
- Serve as interpreter (English / Spanish) as needed.
- Route documents from hospitals, clinics and any other outside providers to the designated recipients.
- Accurate and timely processing of all forms for in-house encounters.
- Responsible for processing medical record requests.
- Sort mail and incoming faxes.
- Any other assigned duties.

Work Schedule: 40 hour work week - Monday through Friday; **two evenings (Tuesday and Wednesday) are required to provide support to the evening clinic (clinic operations cease at 8:30PM).**

Experience/ Skills, Requirements:

- Fluent Bilingual (English/Spanish) skills required.
- High School / GED; college level courses or Associates Degree a plus.
- Minimum of 2 years of medical office experience.
- Ability to maintain confidential information and able work with minimal supervision.
- Attention to detail with excellent organizational skills.
- Flexible and able to exercise independent judgment within prescribed guidelines.
- Computer proficiency and knowledge of several Microsoft applications.
- Excellent communication (verbal, listening, speaking) skills with internal and external customers.
- Ability to successfully and efficiently multi-task.
- Team Player.

This is an office-based position; will use stairs / elevator to access the different areas of the building to perform duties and responsibilities; must be able to use office equipment (copier, facsimile, telephone).