



Example of Health Unit Coordinator Job Description

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Our innovative and growing company is looking to fill the role of health unit coordinator. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

Responsibilities for health unit coordinator

- Must be willing to work in all Mother Baby units
- Completes any other assignments or projects as directed by the Supervisor
- Ensures families are in the correct area during patients' surgery and are checked into the surgical family waiting room and identifies special needs of our families and resolves promptly
- Establishes and maintains effective working relationships with patients, family members, physicians, and staff as reflective in Press Ganey scores by ensuring positive customer service atmosphere and interactions in waiting room
- Facilitates arrival of patient and families to UMPC facilities, enters patient information for use in the Surgical Tracking Board and works with IT to trouble shoot technical issues and assists pre op by taking patients to pre op and providing individual instruction to each patient and retrieves families from pre op area once patient is ready throughout the day
- Follows recommended department guidelines for informing families/visitors of surgery process, triaging numerous calls between OR, PACU, doctors, and families and maintaining accurate records of status of patients for families and location of families for doctors
- Maintains a clean, well stocked, and healthy environment in the Family Lounge for the families, maintains families' personal items in lockers and provides way finding for families and lost visitors to include escort and transportation service
- Provides conflict resolution as needed before triaging complaints or issues to Liaison supervisor and/or Patient Relations

- Serves as a liaison between patients, families, doctors, and the staff as a whole by providing support and communication for patients, families, visitors, surgeons and staff throughout the peri-operative process , providing families with information as the patient proceeds through the operating room, PACU, and other areas

Qualifications for health unit coordinator

- 1 year experience performing secretarial duties in health care or equivalent training in a recognized health care program
- Clerical or customer service experience
- Ongoing need for employee to see to utilize a wide variety of information including organizing and completing documentation and forms, accessing and entering computer information, and identify needs and emergencies
- Manual dexterity of hands and fingers to manipulate computers and type information, handle documents and files, and retrieve equipment and supplies
- Expected to bend, lift, and carry patient files, documents, equipment, and supplies
- Ability to adapt well to stressful situations