



Example of Patient Service Coordinator Job Description

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Our company is looking to fill the role of patient service coordinator. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for patient service coordinator

- Provides cross coverage for the full-time MA and PSC (registration) during absences and breaks
- Assists patient's to exam room and prepare patients for examination and/or diagnostic procedures
- May assist with medical records preparation
- May perform phlebotomy functions (only when necessary, the full-time phlebotomist is absent and no back-up is available)
- Collect and process specimens according to Standard Operating Policies and Procedures at a competent level and according to age and needs of the patient population served
- Order, stock and maintain exam rooms and clinic areas with standard levels of supplies (only when necessary)
- Assist patients in wheelchairs and stretchers with transfers to and from exam tables, procedure tables and scales utilizing proper body mechanics and safety measures
- May perform related and delegated tasks which include requests for prescription refills, taking and relaying messages and running errands
- Ensures that soiled linens, needle containers, and potentially infectious waste are appropriately disposed and removed from the clinic and exam area according to the infection control guidelines
- Serves as a back-up to maintain room assignment grid for all physicians

Qualifications for patient service coordinator

- Identifies self-learning needs related to job description and seeks out appropriate resources to meet learning needs
- Acts as a resource and preceptor for Medical Assistants
- Participates in staff meetings by providing constructive input and facilitating problem-solving
- Identifies opportunities for performance improvement and provides input for the development of solutions
- Identifies and uses a variety of resources to validate patient care decisions
- Medical office or customer service experience preferred