

Performance Profile

Following is your Performance Profile. Please check information for accuracy.

Job Description

Job Family: Patient Care

Job Title: CARE COORDINATOR - SCC

Job Attributes

- Bargaining Unit: Non-Union
- FLSA Status: Non-exempt
- Job Code: 500359
- Reports to: Manager

Job Summary

This paragraph summarizes the general nature, level and purpose of the job.

- The Care Coordinator for SCC (Stanford Coordinated Care) functions as the central member of the clinic patient team as both the medical assistant and outreach worker as directed by the Clinic Manager or designee. The Stanford Coordinated Care (SCC) is part of a new clinic model design supporting patients (employees) with chronic disease. The Care Coordinator acts as the key point of contact for patients managing their chronic diseases and advises patients on goal setting and action plans as the primary focus of managing their disease. Works directly with patients and their caregivers to monitor their care. Identifies and facilitates completion of preventative and follow-up care as it related to assigned patients. Occasionally conducts home visits at the patient's home if and when appropriate.

Essential Functions

The essential functions listed are typical examples of work performed by positions in this job classification. They are not designed to contain or be interpreted as a comprehensive inventory of all duties, tasks, and responsibilities.

Employees may also perform other duties as assigned.

Employees must abide by all Joint Commission Requirements including but not limited to sensitivity to cultural diversity, patient care, patients rights and ethical treatment, safety and security of physical environments, emergency management, teamwork, respect for others, participation in ongoing education and training, communication and adherence to safety and quality programs, sustaining compliance with National Patient Safety Goals, and licensure and health screenings. Must perform all duties and responsibilities in accordance with the Service Standards of the Hospital(s).

- Administers medication following approved procedures and only after verification of medication and dosage by a licensed person.
- Advises patients on goal setting and provides action plans for managing their disease.
- Assists physicians with sterile and non-sterile procedure set-ups, patient procedures and examinations.
- Assists with direct patient care procedures and related tasks; rooms patients, assists in obtaining patient histories, takes vital signs, prepares charts, and assists with medical examinations.
- Conducts home visits occasionally to chronically ill patients and visit individuals at high risk of health problems if required.
- Coordinates communications and transactions between patient, ancillary services, consultants, and physicians. Coordinates authorization required by insurance.
- Documents clinical information, including patient phone calls, accurately and completely and within the specified time.
- Maintains clean and orderly exam rooms, hallways and work areas.
- Prepares patient for examination or treatment and performs routine screening tests. Explains treatment procedures to patients. Provides patient instructions according to physician orders and established guidelines.
- Prepares the necessary equipment and supplies for exam. Maintains inventory of supplies in examination rooms, replenish as required.
- Reports patient's concerns and symptoms, reactions, changes (appropriate to age) to licensed clinic personnel.
- Schedules appointments (new and return) and ancillary tests/surgeries. Responsible for new patient coordination. Registers new patient in the scheduling system; obtains new patient authorization; schedules

- appointment; ensures patients receive new patient information.
- Tracks the flow of medical records and patient information through the clinic.
- Under the direction of the physician, ensure that patient receives results of laboratory and diagnostic tests, special test instructions, and other information in a timely manner.
- Works with insurance companies, HMO staff when needed to assist patient.

Minimum Qualifications

Any combination of education and experience that would likely provide the required knowledge, skills and abilities as well as possession of any required licenses or certifications is qualifying.

- Education: High School diploma or equivalent. Completion of all requirements in a recognized Medical Assistant training program or equivalent completion of the minimal training requirements as outlined in section 1366 of the Business and Professions Code.
- Experience: Two (2) years of progressively responsible and directly related work experience

Knowledge, Skills, and Abilities

These are the observable and measurable attributes and skills required to perform successfully the essential functions of the job and are generally demonstrated through qualifying experience, education, or licensure/certification.

- Ability to demonstrate customer service skills in interactions with all patients, families and staff, including high volume and stressful situations
- Ability to educate patients and/or families as to the nature of disease and to provide instruction on proper care and treatment
- Ability to plan, organize, prioritize, work independently and meet deadlines
- Ability to solve problems and identify solutions
- Ability to speak and write effectively at a level appropriate for the job
- Knowledge of computer systems and software used in functional area
- Knowledge of inventory management practices
- Knowledge of medical terminology
- Knowledge of sanitation, personal hygiene and basic health and safety precautions applicable for work in a clinic setting. Knowledge of infection control procedures and safety precautions
- Knowledge of sterile techniques and special procedures that are applicable to work performed

Physical Requirements and Working Conditions

The Physical Requirements and Working Conditions in which the job is typically performed are available from the Occupational Health Department. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions of the job.

Additional Information

Job Roles

CARE COORDINATOR - SCC

Proficiency Level