

# Patient Service Coordinator Sample Job Description

## **RESPONSIBILITIES INCLUDE:**

- Communicating with patients daily through the Patient Portal and by phone as needed. This includes:
  - Helping patients navigate their Patient Portal.
  - Forwarding patients' questions to the appropriate clinician and then following up with patients when the clinicians reply.
  - Responding to patient inquiries about lab kits and supplements.
  - Starting supplement refill requests and sending on to billing or the clinicians.
- Following up on supplements and lab kits that have not arrived after an order.
- Forwarding requests for refunds/returns on lab kits and supplements.
- Scheduling patient appointments and answering questions regarding how to prepare for appointments and helping with rescheduling appointments as needed.
- Creating insurance invoices for patients.
- Processing prescriptions:
  - Forwarding prescription requests from patients or pharmacies to the clinician.
  - Instructing patients on how to add pharmacy information to their Portals.
  - Faxing prescriptions to pharmacies or providing copies to patients.
  - Calling insurance companies to process prior authorization requests.
  - Providing information about overseas ordering of specific medications as needed.
  - Processing doctor letter and obtaining updated prescription when a patient requests to order medications from the CDD.
- Completing patient follow-up calls after appointments.
- Processing patient requests to have clinicians complete forms and letters.
- Updating patient credit card information and following-up on declined credit cards.
- Updating patient information with billing department.
- Adding supplements, tests and charges to the MDHQ database.
- Uploading, labeling, and flagging documents and forms for clinician review.
- Coordinating lab tests ordered by the clinician for each patient:

- Ordering lab kits to be drop-shipped to patients (generally done online; occasionally via fax or phone).
- Creating Quest/LabCorp requisition orders.
- Answering patient questions about how to prepare for and complete testing.
- Contacting labs for results, or to resolve errors and questions about the ordered tests.
- Writing and sending an order confirmation to the patient once all tests have been ordered.
- Continuing to process an encounter after appointment has taken place:
  - Reading the clinician's plan to make sure all recommended/discussed items are included in the Plan box of the encounter, all referenced handouts are in the Portal, etc.
  - Reviewing the encounter for prescriptions - if a prescription was created, making sure it was sent to the pharmacy, and if not, faxing it in, or coordinating with the patient to obtain pharmacy information (if missing from chart) then sending prescription once obtained.
  - Adding charges to the encounter based on clinician's plan, and adding new supplements or tests to the database as requested.
  - Generating an estimate based on clinician's recommendations and sending to the patient.
  - Sending the clinician's appointment notes to the patient, with clear instructions to the patient about the next steps in the process, where to find key items in the Portal, how to schedule follow-up appointments, etc.
  - Providing patients with taggable forms at clinician's request.
  - Following-up on estimates for which we have not received a response from the patient.
  - Once a patient sends a response, documenting estimate approval or modifications as needed and forwarding the order on to be processed by billing.
  - Once an encounter has been billed, ordering lab kits and sending order confirmations for supplement and lab orders to complete the encounter.
- Confirming/clarifying prescription requests with pharmacies as needed.
- Answering phones during assigned times.
- Tracking supplements that are ordered, declined, and refilled.
- Creating supplement tracking sheets for patients who request them.
- Assigning incoming PPQ messages to the appropriate clinician's team member.
- Building relationships with patients to create an environment of support.
- Retrieving electronic lab results, labeling, filing in patient charts, and flagging to clinicians.
- Creating CIRS flowsheets as needed.

- Working closely with office and operations staff to keep the clinic running smoothly.
- Collaborating with other administrative staff members on special projects as they arise.
- Adding clinician's daily appointments into QBO.
- Preparing charts for the day's appointments: opening encounter notes, setting appointment type, obtaining lab results that are still outstanding.
- Working with clinicians to complete their tasks.
- Training new employees.
- Assisting with creating and updating administrative documents.
- Facilitating communication between patients regarding protocols, support, and research.
- Sending out referrals to other clinicians, helping to coordinate care by sending and receiving medical records and clinical notes and providing information to set up consults between the clinicians.
- Resolving LabCorp and Quest billing discrepancies.
- Fulfilling subpoena requests.
- Collaborating with clinicians, admin and financial staff to maintain optimal workflow.
- Maintaining CPT, charging and supplementing databases.
- Assuming the role of primary contact person for labs and other vendors.
- Maintaining vendor accounts.
- Addressing and completing mail scans from labs, attorneys, disability claims and insurance companies.
- Creating and maintaining working procedures.
- Creating and maintaining Lab FAQs.