



Patient Coordinator JOB DESCRIPTION

Position Title:	<u>Patient Coordinator</u>	Exemption Status:	<u>Non-Exempt</u>
Job Classification:	_____	Job Code:	_____
Department:	<u>Operating Room</u>		
Reports to:	<u>Operating Room Manager</u>		
Last Update:	<u>April 15, 2014</u>		

Job Summary

Provide direct and indirect patient care services that meet the psychosocial, physical and general aspects of care; meets the communication needs of patient and family; provide care that reflects initiative and responsibility indicative of professional expectations, under the supervision of a Registered Nurse. Assist registered nurses and other team members with duties within scope of practice. Maintain regulatory agency requirements, nursing and hospital policies, procedures and standards. Answer phone calls incoming to the operating room pre-operative and post operative area by patients and relay needs, concerns and/ or questions to each provider/ registered nurse. To return calls to patients with the answer to concerns /questions/request per direction from provider. Complete pre-operative phone calls with instructions, arrival times, etc... Communicate with physicians, registered nurses and all other team members about changes in patient's clinical condition, including results of diagnostic studies and symptomatology. Must be able to respond quickly and accurately to changes in condition or response to treatment and able to perform general medical assistant duties in all departments with adequate supervision. To provide safe, courteous and competent patient care. Ensure patient confidentiality.

Essential Functions

- Promote the mission, vision, and values of the organization
- Provide basic nursing care to non-acutely ill patients within the Nursing Assistant's scope of practice that includes actions that meet psychosocial needs and physical needs.
- Meet communication needs of patients.
- Assist in admission, transfer and discharge of patient.
- Perform basic patient care responsibilities considering needs specific to the standard of care for patient's age.
- Demonstrate ability to communicate to the RN any observed changes in patient status and responses.
- Maintain awareness of the needs of the pediatric, geriatric and general patient population.
- Demonstrate ability to assist with feeding patients and maintaining fluid balance with technique appropriate for patient's age and physical condition.
- Demonstrate ability to perform treatments and provide services to level of licensure/scope of practice.
- Provide explanation to patient and family prior to administering care to patient; answers questions within scope of practice.
- Demonstrate ability to perform treatments and provide services within scope of practice.
- Communicate appropriately and clearly to team leader, co-workers and physicians.
- Consult other departments as appropriate to provide for an interdisciplinary approach to the patient's needs.
- Provide care appropriate to condition and age of the patient, including pediatric, geriatric and general population.
- Demonstrate an ability to assist physicians with procedures and performs services requiring technical and manual skills under the direction of an RN.
- Demonstrate an ability to be flexible, organized and function under stressful situations.
- Respond to patient in emergency or physically distressful situations.
- Treat patients and their families with respect and dignity; ensures patient confidentiality.

- Interact professionally with patient/family and involves patient/family in the formation of the plan of care.
- Maintain a good working relationship both within the department and with other departments.
- Manage and operates equipment safely and correctly.
- Coordinate and supervises patient care under the direct supervision of an RN.
- Ensure patient confidentiality.
- Identify and addresses psychosocial, cultural, ethnic and religious/spiritual needs of patient and family.
- Meet current documentation standards and policies with in electronic medical record.
- Answer calls directly incoming from patient population as permitted.
- Answer messages left to designated number.
- Process patient messages to providers and RNs with patient information.
- Receive/ return information/ answer(s) to patient questions/ requests as per provider or RN.
- Perform pre-operative calls to patient on pre-operative instructions, arrival times, etc...
- Schedule procedures into Paragon computer system as per paper schedule reviewed and timed by nurses.
- Assemble patients' charts, apply stickers to appropriate forms for pre-operative nurse(s).
- Accompany patient from waiting room to pre-operative area, instruct on changing, escort patient to pre-operative bay, apply monitors, report vital signs to nurse(s).
- Transfer/ assist with transfer of patient to vehicle/ medical floor upon completion of recovery room stay.

Non-Essential Functions

- Perform other duties as assigned

Professional Requirements

- Adhere to dress code, appearance is neat and clean.
- Complete annual education requirements.
- Maintain patient confidentiality at all times.
- Report to work on time and as scheduled.
- Wear identification while on duty.
- Maintain regulatory requirements, including all state, federal and local regulations.
- Represent the organization in a positive and professional manner at all times.
- Comply with all organizational policies and standards regarding ethical business practices.
- Communicate the mission, ethics and goals of the organization.
- Participate in performance improvement and continuous quality improvement activities.
- Attend regular staff meetings and in-services.

Qualifications

- High school diploma or equivalent required
- Basic Life Support (BLS) certification or ability to obtain within thirty (30) days from hire
- Medical terminology preferred
- Experience in medical field preferred

Knowledge, Skills, and Abilities

- Knowledge of patient services
- Strong organizational and interpersonal skills
- Ability to determine appropriate course of action in more complex situations
- Ability to work independently, exercise creativity, be attentive to detail, and maintain a positive attitude
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work
- Ability to maintain confidentiality of all medical, financial, and legal information
- Ability to complete work assignments accurately and in a timely manner
- Ability to communicate effectively, both orally and in writing
- Ability to handle difficult situations involving patients, physicians, or others in a professional manner

Physical Requirements and Environmental Conditions

- Working irregular hours
- Physically demanding, high-stress environment
- Exposure to blood and body fluids, communicable diseases, chemicals, radiation, and repetitive motions
- Pushing and pulling heavy objects
- Full range of body motion including handling and lifting patients
- Position requires light to moderate work with 50 pounds maximum weight to lift and carry.

- Position requires reaching, bending, stooping, and handling objects with hands and/or fingers, talking and/or hearing, and seeing.

General Sign-off

The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.

I have read, understood and had the opportunity to ask questions regarding this position description.

Employee's Signature

Date