

## Job Description

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<b>Job Title:</b>	Patient Care Coordinator
<b>Department:</b>	Waterloo Eye Institute (WEI)
<b>Reports To:</b>	Clinic Head, Specialty Clinic Clinic Operations Manager, Waterloo Eye Institute
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 5
<b>Effective Date:</b>	November 2020

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### **Primary Purpose**

The Patient Care Coordinator is responsible for coordinating patient care and is responsible for duties that encompass patient reception, patient scheduling, cash handling, maintenance of patient records, patient safety/infection prevention and control as well as administrative functions with a view to promoting safe, quality patient care and optimizing patient flow, clinic revenue and operations. The Patient Care Coordinator will be assigned to one of multiple specialized clinics. While the overall accountabilities are similar, specific duties/tasks may vary from clinic to clinic.

### **Key Accountabilities**

#### **Patient Reception**

- Handle incoming telephone calls to the WEI and orients patients to the WEI's mandate, services and processes
- Prepare and manage the patient schedule in VisualEyes (EMR system), and schedule appointments in accordance with optometrist availability and appointment criteria, including assigning Optometrists and student interns to clinic rooms
- Confirm patient appointments and notify patients of any fees associated with the services provided; attempt to fill any openings due to cancellations to optimize WEI revenue
- Verify eligibility for OHIP coverage for all scheduled patients
- Greet patients in the WEI and notify doctors and interns of patient arrival; route patients through the WEI via the EMR system to optimize patient flow
- Follow up with patients who do not show for their appointment to initiate another appointment booking to optimize patient care and clinic revenue
- Maintain a computerized recall system and contact patients to book a recall appointment

#### **Patient/Administrative Records Maintenance**

- Process patient records in accordance with OHIP and 3<sup>rd</sup> party billing requirements, consistent with clinic policies and procedures, including checking any follow up appointments or invoicing/billing concerns and notify the appropriate person to address the issue
- Ensure patient records are up-to-date by verifying patient personal information at time of appointment booking or at check-in/arrival to appointment
- Maintain and record patient statistics
- Provide clinician attendance records to the Clinic Operations Manager for payroll processing

- Provide administrative support as required
- Prepare and distribute student evaluations in the electronic student evaluation system or paper evaluation forms
- Solicit and record patient consent for teaching and research in support of the School's teaching and research mandate

### **Payments/Supplies & Inventory Maintenance**

- Receive payments in accordance with the financial policies and procedures of the clinic and the university, including invoicing and billing payment for third party billings
- Undertake daily reconciliation of day-end transactions (cash/credit/debit and parking vouchers)
- Order, monitor and maintain supplies, products or equipment required for use in the Clinic from the Purchasing and Inventory Control Co ordinator
- Assist with the ordering and/or dispensing of spectacle and/or contact lenses and other products required to provide appropriate care for patients
- Responsible for the annual fiscal year-end WEI inventory count within their specialized clinical area

### **Patient Safety & Quality Assurance**

- Triage emergency calls during regular business hours, notify the on-call OD of emergency calls and book appointments as per optometrist's direction
- Maintain effective patient recall and follow-up, including monitoring patient progress to ensure timely scheduling of appointments to ensure patient safety, consistent with standards for optometric care and as directed by the supervising optometrist
- Promote and disseminate the Clinic's Patient Satisfaction Survey to gather feedback on patient experience for improvement
- Assist in the review of patient records to ensure that all required data fields in the EMR are completed, ensuring the integrity of the patient record (in support of patient care and billing)
- Undertake "Routine Practices" for infection prevention and control based on provincial Public Health standards
- May serve as back-up resource for medical reprocessing (sterilization) of optometric instruments (using autoclave), consistent with the WEI's Standard Operating Procedure and provincial requirements
- Assist in contacting patients with scheduled appointments to inform them of a clinic closure due to inclement weather or emergency situation

### **Clinic Staff, Optometrist and Student Support**

- Provide support to all supervisors and students working in the WEI, including assigning patients and clinic rooms
- Deliver the administrative component of the orientation sessions at the beginning of each new student rotations
- Assist with training new employees and work-study students on the daily job requirements, the EMR system, and the clinic policies and procedures
- Assist with the organization of special activities in the clinic such as lunch and learn sessions

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- Perform varied administrative tasks and special projects to promote smooth operations, and in support of the clinic's dual mandate - to provide excellent patient care and to educate optometry student clinical interns

*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

### **Required Qualifications**

#### **Education**

- Medical Secretarial, Health Administration, or Optometric Assistant diploma, medical terminology course, or equivalent combination of education and experience

#### **Experience**

- Minimum of 2 years of experience working in a health care environment, preferably in an optometric practice setting is recommended
- Experience in a patient/customer facing role
- Experience working with cash/receiving payments

#### **Knowledge/Skills/Abilities**

- Working knowledge of an electronic medical records (EMR) system, preferably Visual-Eyes (VE) or another system tailored to optometry
- Working knowledge of OHIP regulations specific to optometry preferred
- Working knowledge of Privacy legislation
- Basic knowledge of infection prevention and control practices
- Well-developed oral and written communication skills exercising tact and diplomacy
- Well-developed problem solving and conflict resolution skills to deliver exceptional patient/customer service and experience
- Ability to work independently and collaboratively as part of a team
- Ability to accommodate different assignments, working schedules and specialty clinics
- Proficiency in Microsoft Office (Outlook, Word)

### **Nature and Scope**

- **Contacts:** Works with patients, optometry and work-study students and clinic personnel (clinicians and staff); also communicates with personnel from ophthalmology and community optometric practices, as well as with a variety of 3<sup>rd</sup> party agencies
- **Level of Responsibility:** Patient orientation focus; provides functional direction to optometry and work-study students and clinicians with all matters related to patient appointments (scheduled and emergencies), and clinic policies
- **Decision-Making Authority:** Works independently regarding day-to-day tasks, problem-solving, and handling patients complaints at point of service, with complex situations escalating to clinic administration. Consults with clinic administration for guidance and approval concerning matters outside of the established policy.

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- **Physical and Sensory Demands:** Possesses keen attention to detail and accuracy, and the ability to perform in a fast-paced, patient/customer facing and varied environment, subject to frequent interruptions and competing priorities. Requires in depth knowledge of and the ability to interpret complex OHIP regulations specific to Optometry. Ongoing development of the EMR system requires keeping current on new functionality. Requirement to be knowledgeable on evolving Clinic policies and procedures and to integrate these into practice. Ability to problem-solve and manage challenging patient behaviour. This position is subject to sitting, standing or walking. Occasionally, physical exertion may be required to unpack and distribute deliveries of products or supplies.
  - **Working Environment:** The Waterloo Eye Institute (main) is located on the north campus; the Health Sciences Optometry Clinic (satellite) is located at King and Victoria St., Kitchener. The Clinic is open Monday to Saturday from 7:30 a.m. until 9:00 p.m. Hours are subject to change, and employees are expected to accept work assignments within the timeframes when the clinic is operating. Normally rotations will be organized, but from time to time it may be necessary for clinic management to assign alternate hours. Specific duties of the position may change according to clinic needs.