



Bond Community Health Center, Inc.

JOB DESCRIPTION

POSITION: Quality Outcomes and Utilization Assistant

DEPARTMENT: Quality Outcomes and Utilization

REPORTS TO: Quality Outcomes and Utilization Manager

COORDINATES WITH: Medical Records, Nursing Staff, Billing Department, Outreach Department

POSITION SUMMARY

The Quality Outcomes Coordinator will assist with data collection and making initial contact via telephonic services and mail services. The Quality Outcomes Coordinator will possess a clinical background in order to participate and lead customer service health events to promote proactive health care.

QUALIFICATIONS

EDUCATION/TRAINING, CREDENTIALS AND EXPERIENCE

1. High school graduate or GED.
2. Medical Assistant/ Nursing Assistant Certification desired, or equivalent experience.
3. Minimum of one-year experience in a medical clinic.
4. Some knowledge of the insurance industry and data collection.
5. Excellent customer service skills including the ability to use independent thinking and sound Judgement
6. A basic functional and demonstrated knowledge of computers.

KNOWLEDGE, SKILL AND ABILITY

1. Knowledge of and familiarity with insurances;
2. Knowledge of and familiarity with all Quality Outcomes Data Reporting requirements;
3. Knowledge of organizational policies, procedures and systems, with the ability to effectively communicate and implement them;
4. Knowledge of computer systems and software applications (MS Word, Excel, etc.)
5. Skill in planning, organizing, and meeting reoccurring deadlines (time management);
6. Strong skill gathering and interpreting data;
7. Strong skill in verbal and written communication;
8. Skill in researching, preparing, and presenting comprehensive reports.

RESPONSIBILITIES:

- Ensures efficient and timely data collection and reporting requirements.
- Implements, supports, and ensures compliance with organizational policies and procedures.
- Verifies, and where necessary, inputs changes in demographic, insurance, and other information for return patient appointment calls.
- Recall patients that have missed appointments or non-compliant patient at the provider's discretion.
- Follows appropriate protocols or guidelines and uses computerized scheduling systems to investigate scheduling opportunities if the patient voices discontent with schedules offered.
- Works with others if necessary, to determine if an accommodation can be made in order to provide patient with an earlier appointment.
- Participate in continuous in-service training and attend area staff meetings/daily huddles.
- Perform basic office duties.
- Send letters to inactive patients.
- Maintains a neat and professional appearance.
- Demonstrates commitment and dependability
- May be required to perform other duties as assigned or to perform other duties as necessary.

INTERPERSONAL CONTACTS:

- Position requires interaction with patient, and all departments and staff.

RESPONSIBILITY FOR CONFIDENTIAL MATTERS:

- Position is exposed to confidential records and allows knowledge of personal personnel information; administrative information and all work of this position must be handled in a highly confidential manner.

EFFECT OF ERRORS:

- Errors can expose the Center to embarrassment and liability.

HOURS OF WORK: A minimum of 40 per week and as needed.

SALARY RANGE: As specified in Notice of Hire.

My signature indicates that I have reviewed this job description with appropriate Bond CHC staff member, and I understand the expectation identified above.

Employee Name (Please Print): _____

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

