



DESCRIPTION OF POSITION

All Bridgercare employees contribute to providing excellent, affordable reproductive and sexual healthcare and education in a safe, supportive, empowering atmosphere. This description outlines primary qualifications, duties and job scope but does not limit this position to the work described. It is our expectation that employees perform all necessary functions at appropriate times and circumstances in support of Bridgercare's mission.

Position Title: ***Patient Coordinator***

POSITION SUMMARY

The Patient Coordinator is part of the team that is the first contact and public face of Bridgercare clinic for the community members we serve. Patient Coordinators provide patient support functions in the front office to support Bridgercare's mission according to Title X guidelines. In that role, they are in interaction with all members of the Bridgercare staff to help ensure coordination of medical services, behavioral health and all other facets of the organization. The Patient Coordinator is under the direct supervision of the Patient Coordinator Manager.

POSITION RESPONSIBILITIES

Clerical Duties

1. Answer phones and distribute clinic information to help clients access needed services. Make direct calls to appropriate recipients and take accurate messages.
2. Accurately enter patient demographic, billing, clinical intake notes and any other data into electronic patient management systems.
3. Communicate with insurance companies to obtain benefit information for patient visits, assist with billing and insurance related tasks as needed.
4. Participate in rotation of daily cash reconciliation and deposit preparation.
5. Clearly communicate with patients about fees, sliding scale, payment arrangements, and requests for donations. Refer questions to the appropriate department, as needed.
6. Listen well and offer professional support to patients experiencing high stress, intimate situations and events.
7. Manage record requests, medical records and patient communications in compliance with HIPAA.
8. Manage patient voicemail and patient birth control refill requests.

9. Perform financial intake of patients, including income assessment, fee level assignment, and verification of income and explanation of same to patients per Title X requirements.
10. Coordinate and work cooperatively with team members as well as independently.
11. Maintain a professional attitude and presentation.
12. Comfortably, respectfully, and calmly discuss sensitive issues with clients, including patient care circumstances for purposes of scheduling and triage, and assessment of patient income for sliding fees.
13. Gain familiarity with birth control, emergency contraceptives, other medications, and LARCs to assist in providing information of options, distribution and documentation.
14. Coordinate services for patients who speak limited English.
15. Build basic knowledge of the medical services that we provide to answer patient questions.
16. Participate in staff meetings and trainings (e.g., Title X, anti-racism, LGBTQIA+).
17. Be available to assist onboarding of new employees as they come to understand Bridgercare culture and operations.
18. Be a resource to colleagues for information in your area of expertise.
19. Other support tasks as assigned by Administration.

SKILLS AND ATTITUDES

1. Works effectively and sensitively with a diverse and limited resource population.
2. Works well in a team and shares responsibilities and duties. Asks for help and delegates as needed. Committed to communication and collaboration.
3. Sets priorities, is organized and a self-starter.
4. Is skilled with attention to detail.
5. Applies independent judgment to plan, prioritize and organize diverse work tasks and demands.
6. Communicates clearly, orally and in writing, and effectively navigates technology.
7. Treats staff, patients, and community members respectfully.
8. Works calmly and effectively under pressure. Juggles multiple priorities in a fast-paced environment.
9. Resolves interpersonal conflict in a straightforward and timely manner.
10. Identifies personal biases and actively works to ensure equitable treatment of all.
11. Is open to learning about trauma informed care.
12. Contributes to a positive, functional workplace culture.
13. Practices and models Bridgercare's Group Norms:
 - *Listen to understand rather than listening to speak.*
 - *Make the covert overt.*
 - *Practice genuine openness to differences of opinion. Make no assumption of intent.*
 - *Extend grace for mistakes and learning.*
 - *Speak directly from your own perspective.*
 - *Be open, not attached to outcome.*
 - *Ensure everyone has the information needed; ask questions if you feel uninformed.*

- *Recognize power differentials exist.*
- *Slow down. Stop when communication gets knotted up.*

Patient Coordinators can expect these things from Bridgercare:

- Training that lasts the entire first year supporting increasing familiarity with the job.
- Opportunities for career development and advancement via the Patient Coordinator Career Ladder
- Throughout this year, gaining knowledge and skill for working responsively with medical clients.
- Learning on the job. Learning all the time.
 - Learning about Title X, the federally funded family planning program. For more information <https://www.montanafamilyplanning.org/>
 - Learning about contraceptives LARCS (long-acting-reversible contraceptive systems)
 - Learning about HIPAA (Health Insurance Portability and Accountability Act)
 - A broad range of information to learn and to convey to the public by phone or in person
 - Receiving support and training for learning and practicing Group Norms.
- Variety – No two days are alike.
- Active and healthy collaboration/teamwork among the Patient Coordinator team.
- Colleagues who will be sharing information and learning alongside you.
- An emphasis on clear and kind communication throughout the organization.

QUALIFICATIONS

- High School graduate or equivalent.
- Preferred expertise and recent experience healthcare preferred but not required.
- Customer service experience preferred.
- Efficient keyboarding and computer skills.
- Commitment to family planning philosophy and goals, including: confidentiality, provision of service to people of all genders and teens regardless of ability to pay, and comprehensive options counseling for unintended pregnancy and referral per Title X guidelines.

REMOTE WORK ELIGIBILITY

- Not a remote eligible position
- Position duties typically do not lend themselves to any amount of remote work. Care delivery position. Position requires in person patient/client interaction.
- 0% remote

DECISION BAND

- B2

- Decision Band B includes incumbents who make **operational decisions** such as how to implement the directive of the supervisor in a higher band, and include roles such as foremen, head clerks, and senior floor level employees.
- Noncoordinating position. Individual contributor to the organization, does not supervise or monitor the work of another employee(s).

PHYSICAL REQUIREMENTS FOR THE POSITION

	Occasionally (1%-33% of day)	Frequently (34%-66% of day)	Continuously (67%-100% of day)
Sitting		X	
Standing, Walking		X	
Speaking/Hearing			X
Seeing/Ability to distinguish colors			X
Hand/Wrist Work (i.e. Keyboarding)			X
Pushing/Pulling		X	
Grasping/Reaching		X	
Fine Manipulation		X	
Bend	X		
Kneel	X		
Squat	X		
Lift 1-50 lbs	X		

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Equal Employment Opportunity has been, and will continue to be, a fundamental principle at Bridgercare. Employment is based on personal capabilities and qualifications without discrimination because of race, color, national origin, religion, creed, sex, age, physical or mental disability, marital status, genetic information, political beliefs, sexual orientation, gender identity or any other protected characteristic as established by law.

If you require specialized accommodations (due to a disability, religious belief/practice, etc.) a reasonable accommodation will be made unless it creates an undue hardship for Bridgercare. A reasonable accommodation does not mean the elimination of an essential function of the job. Employees with access to information about reasonable accommodations shall maintain the confidentiality of the information to the extent reasonably possible and shall not release the information to anyone who does not have the right or need to know.

People of color and LGBTQ+ individuals are strongly encouraged to apply.

September 2022