

# BEAVER ISLAND RURAL HEALTH CENTER

**POSITION TITLE: Services Coordinator**

**DESCRIPTION ISSUED:** February 2022

## **GENERAL DESCRIPTION OF POSITION –**

The Service Coordinator is the main point of contact (“up front person”) for patients seeking services at the Health Center. The person in this role is involved with patient services such as scheduling appointments, checking-in and -out, including securing of all contact information, insurance detail, appropriate consents, and (co) payments, answering phones, providing, and maintaining medical records, as well as behind-the-scenes operational activities such as ordering and stocking supplies, assisting in ensuring that equipment is maintained, and a variety of other clinical and non-clinical operations.

## **QUALIFICATIONS –**

**Required:** Applicants are required to have a high school diploma, valid Michigan’s Driver’s License, excellent computer and communication skills, the ability to interact well with the public and patients, a respectful, professional demeanor, computer literacy in Microsoft Office, the capacity to handle many jobs accurately and efficiently at one time, and the willingness to do a wide array of tasks. The ability to maintain patient health information privacy and confidentiality is critical. This person must be able to work with little direction, be part of an effective team, and be good at interpersonal relationships.

**Preferred:** Experience in a medical office and with electronic medical records and/or billing is strongly preferred.

**Desired:** Experience that demonstrates growth and/or advancement in complexity, difficulty, or levels of responsibility.

## **JOB STATUS –**

The Services Coordinator is a salaried, full-time position with benefits. Salary is commensurate with experience. All staff members of the BIRHC are At-Will employees.

## **WORK HOURS –**

The Health Center is open to patients from 8:30am – 5:00pm, Monday through Friday, with a break from 12 – 1:00pm for lunch. The Services Coordinator is required to open and close the Center, as well as transport specimens and visiting providers and breaks are adjusted accordingly.

## **SUPERVISION & REPORTING RELATIONSHIPS –**

The Services Coordinator is supervised by and immediately reports to the Managing Director of the Health Center.

## **DUTIES and RESPONSIBILITIES –**

1. Opening and closing the office.
2. Answering the phones, taking messages.
3. Scheduling patient appointments.
4. Adhering to all HIPAA and BIRHC policies and procedures regarding confidentiality and privacy.
5. Checking patients in and out of the Health Center, ensuring that all forms for the medical record, are appropriately available and completed.
6. Entering all patient data accurately into the computer so the billing process can occur.
7. Collecting payments from patients at the time of service, posting patient payments received from statements, and processing insurance payments for posting by the Billing Company.
8. Creating patient, billing and utilization reports as needed.
9. Providing and maintaining patient records.
10. Assisting in ensuring a safe, neat, clean environment for patients and staff.
11. Maintaining or requesting service on office equipment.
12. Assisting with courier activities (specimens, people, mail, etc.).
13. Training new staff to perform the various functions necessary for the Health Center to operate.
14. Assisting the Managing Director with specific activities, as requested.
15. Working as a team member, maintaining a professional attitude, and contributing wherever possible to run the Health Center efficiently and effectively.
16. Other duties as determined and assigned, especially during transitions.

## **WORKING CONDITIONS –**

Most work is done in a clinical office environment, with daily trips to the airports in a vehicle provided by the Health Center.

## **CONDITIONS OF EMPLOYMENT/REQUIREMENTS –**

1. All employees must comply with the Clinic's drug and alcohol policy. If an offer of employment is extended to an applicant, that offer may be contingent upon successful completion of a urinalysis.
2. If an offer of employment is extended to an applicant, that offer is contingent upon successful completion of a background check.
3. Applicants must possess a valid Michigan driver's license.
4. Employees must comply with the Center's seasonal influenza and Coronavirus Disease (COVID-19) Vaccination programs, which generally mandate vaccination. The Clinic administers these programs in compliance with state and federal law.
5. The person in the Services Coordinator position: frequently communicates with patients and staff and must be able to accurately receive and provide information; frequently moves items weighing 15 pounds or less; must be able to maintain a stationary position for extended periods of time; and, must be able to move about inside the Clinic for extended periods of time.

The Beaver Island Rural Health Center is an Equal Opportunity Employer who complies with the Americans with Disabilities Act and provides reasonable accommodations to qualified disabled individuals.