



HealthReach Community Clinic – Patient Care Coordinator

Position Title:	Patient Care Coordinator
Reports to:	Executive Director
Classification:	Exempt
Category:	Permanent, Part-Time
Schedule:	30 hours each week

The HealthReach Patient Care Coordinator will provide care coordination and management services for our free clinic patients. The Patient Care Coordinator will serve as an integral part of the HealthReach team to facilitate the provision of high-quality health services for patients. This individual must exhibit kindness, cultural sensitivity, and compassion for our patients, and show a commitment to the pursuit of health equity among diverse patient populations.

Reasons to Apply:

- Opportunity to serve others and help our neighbors in need
- Kind, compassionate, and enjoyable workplace
- No knowledge of medical billing or coding required, as HealthReach is a free medical clinic for uninsured patients
- Meaningful one-on-one patient interactions

Primary Responsibilities:

- Coordinate all referrals for patients to local clinical partners and community organizations
- Ensure that patients receive timely and appropriate referrals
- Oversee financial assistance applications to aid patients in accessing care through referral partners
- Aid mental health practitioners in ensuring integrated care services for patients
- Advocate on behalf of patients to ensure equitable access to healthcare services and resources
- Address barriers patients may encounter while applying to qualifying resources
- Evaluate progress toward patient goals and outcomes
- Manage Patient Assistance Program applications to ensure patients can obtain and maintain access to necessary medications
- Work collaboratively with healthcare providers, case managers, and community partners to coordinate care and support services for patients, ensuring continuity of care
- Maintain accurate and up-to-date patient records, documenting patient cases, care plans, and referrals in compliance with clinic policies and legal requirements in our electronic medical records (EMR) system (Athenahealth)
- Assist with the planning and execution of mobile unit services (mammography, dental, etc.)
- Treat all patients with dignity and respect and ensure patient confidentiality
- Attend all clinical team meetings and other meetings as deemed appropriate by Executive Director

- Participate in community outreach activities and meetings to raise awareness about the clinic's services, engage with underserved populations, and build partnerships with other organizations
- Perform other related duties as necessary and as directed by the Executive Director

Job Qualifications:

- Minimum Associate's Degree or 2 years of college
- Understanding of variables that contribute to patient health outcomes and the healthcare experience
- A commitment to charitable healthcare and serving individuals with limited means
- Residence in Iredell County preferred but not required
- English/Spanish bilingual preferred

Skills, Abilities, and Attributes:

- Excellent written and oral communication skills with great attention to detail
- Strong organizational skills and an ability to multitask and set priorities to manage multiple patient cases and referrals
- Willingness to be flexible and accommodate change
- Ability to maintain strict patient confidentiality
- Good judgment and the ability to remain calm when confronted with stressful situations
- Prior experience working with low-income or otherwise vulnerable individuals and families; previous exposure to a free clinic preferred but not required

Physical Requirements: HealthReach Community Clinic is committed to providing a means for job applicants who have a disability to identify areas in which they may request a reasonable accommodation. The following is a description of the abilities that are customarily required to perform the essential job functions of this position:

- Vision sufficient to read standard text and read a computer monitor
- Ability to speak and hear sufficiently to communicate clearly in person and over the telephone
- Ability to stand, sit, walk, stoop, and bend routinely
- Manual dexterity to use hands, arms, and shoulders repetitively to operate a keyboard/write
- Body strength sufficient to lift and transfer 50 lbs. as needed
- Ability to interact professionally with people from a variety of backgrounds in a high-stress, fast-paced environment

EEO Statement: HealthReach Community Clinic is proud to be an Equal Employment Opportunity employer. We do not discriminate based upon race, religion, color, national origin, gender, sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics. All employment is decided on the basis of qualifications, merit, and business need.