



Job Title: **Patient Relations Coordinator**

Reports to: Patient Relations Manager

FLSA Status: Non-Exempt

Version Date: 01/2023

JOB SUMMARY

Serves as the primary point of contact for patients and third-party affiliates that are participating in the Recovia program as well as performs a wide range of administrative and clinical duties directly related to clinic. This role oversees patient scheduling, clinical resources, and all administrative duties during program.

ESSENTIAL FUNCTIONS

- Primary point of contact for all program participants
- Oversees and performs new patient program orientation
- Serves as primary point of contact for patient-related inquiries
- Works with Patient Advocate to investigate and direct patient inquiries or complaints to the Clinic Director and follows up to ensure resolution.
- Organizes and oversees daily scheduling for patient program flow
- Handles coordination and planning for active program patients
- Communicates daily scheduling changes to the Clinic Director.
- Explains policies, procedures, and program services to patients
- Works independently and within a team on special nonrecurring and ongoing projects
- Works and utilizes reporting system to ensure patient scheduling accuracy.
- Responsible for ongoing communication between clinic and patients during supportive care program
- Performs other related tasks and duties as assigned

SKILLS & QUALIFICATIONS

- Excellent customer service skills
- Organization skills
- Ability to make independent decisions relative to essential job duties
- Proficient in Microsoft Word, Excel, and PowerPoint
- Bachelor's degree preferred or one - two years of relevant experience
- Prior experience with patient interaction, pain management, and scheduling preferred
- May be required to lift materials weighing up to 25 lbs.

Employee Name _____

Employee Signature _____

Date _____