

**BRIGHAM AND WOMEN’S HOSPITAL**

Job Title: Practice Coordinator Date: 10/5/12

Job Code: 000751 Grade: 304 FLSA Status: Exempt

Department: Radiation Oncology Reviewed By: Todd Vivenzio, Director

Reports To: Practice Manager – BR0570 Date revised: April, 2018

***GENERAL SUMMARY/ OVERVIEW STATEMENT:*** Summarize the nature and level of work performed.

Reporting directly to the departments’ Practice Manager, the Practice Coordinator will ensure smooth day-to-day operation of the Clinics, meeting the expectation that patients will receive both exceptional care and exceptional service. Under the direction of the Practice Manager, the Coordinator supports daily clinic operations such as staff & provider scheduling, patient flow, supply ordering, as well as conveying to Practice Manager areas needing managerial involvement.

The Coordinator is an integral part of assisting the Practice Manager with implementing BWH Ambulatory initiatives, participating in continuous improvement projects, and coordinating work related to the clinics’ growth.

***PRINCIPAL DUTIES AND RESPONSIBILITIES:*** Indicate key areas of responsibility, major job duties, special projects and key objectives for this position. These items should be evaluated throughout the year and included in the written annual evaluation.

|  |  |  |  |
| --- | --- | --- | --- |
| ***For all positions that include direct patient care, indicate with an “X” the age(s) of all patient populations served*** | | | |
| No Direct Patient Care |  |  |  |
| All age groups | ***X*** | Adolescence (13 to 17 years) |  |
| Neonates (birth to 1 month) |  | Young Adult (18 to 25 years) |  |
| Infant (1 month to1year) |  | Adult (26 to 54 years) |  |
| Early Childhood (12 months to 5 years) |  | Senior Adult (55 to 64 years) |  |
| Late Childhood (6 to 12 years) |  | Geriatric (65 years and up) |  |

***PRINCIPAL DUTIES AND RESPONSIBILITIES: Continued***

**1. Operational Responsibilities**

* Assist as needed with registration, scheduling, and billing processes for clinic visits . Perform daily batching for clinics, and related activities.
* Support Practice Manager in training and orientation of Specialty Clinics’ new team members.
* Provide hands-on support to clinics’ front desk function as directed by Practice Manager to facilitate timely patient flow – this spans the check-in/out process, fee collection, and satisfaction-related opportunities.
* Support Practice Manager in implementing new initiatives as required by BWH or other regulatory entities and assist in monitoring to ensure sustainability.
* Assist Practice Manager in resolving/redirecting patient billing problems and inquires relating to all specialty services rendered.
* With guidance from Practice Manager, assist with various elements of staff & provider scheduling for the clinics. Assist with schedule templates for all clinic physicians, including cancellations, changes, etc.
* Working with Practice Manager, provide operational support to anchor providers as needed.
* With input from Practice Manager, track patient issues that could lead to satisfaction issues in clinics.
* Monitor and report on room utilization regularly to ensure timely room assignments, excellent patient flow.
* Responsible for data gathering and report management specific to Patient Gateway and other patient communication / clinic management systems; provide updates to Practice Manager.
* All other duties as assigned. Cross-coverage as necessary.
* Assists with or provides appropriate coverage when staffing levels are not sufficient.

1. **Human Resource Responsibilities**

* Demonstrates knowledge and promotes administrative and employee policies. Kronos timekeeping duties as assigned by Practice Manager.

1. **Office Management**

* Maintain office equipment, and supply inventory.
* Responsible for clinical supply ordering as directed by Practice Manager.
* Coordinates office maintenance and equipment repairs.
* Must be able to troubleshoot and provide support in the event of equipment failure. This includes contacting companies, scheduling service calls, and keeping service maintenance record.
* Interface with biomedical engineering and Central Processing as directed by Practice Manager.

**Customer Service Focus – Responsibilities and Initiatives**

* In collaboration with the practice manager, the coordinator will lead initiatives to create a high level of customer service by working closely with all staff and providers to create the ideal patient experience and environment.
* The coordinator will support leading, maintaining and encouraging staff to incorporate patient focused behaviors and integrating personal patient interaction in the everyday workflow.
* Working with Practice Manager, assist with implementing customer service standards
* Meets and greets patients regularly, throughout the day.
* Ensures Patient Information Area is properly maintained as a resource for patients.

As guided by Practice Manager, compile customer service metrics (e.g., Press Ganey, Patient Gateway, ACD, BSC, Secret Shopper)

***QUALIFICATIONS:*** (MUST be realistic, neither overstated nor understated, and related to the essential functions of the job.)

* Bachelor’s degree strongly preferred
* Previous practice coordinator experience strongly preferred
* Must have a minimum of 3 years’ experience in ambulatory practice environment.
* Must have thorough understanding of billing processes and knowledge of medical terminology.

***SKILLS/ ABILITIES/ COMPETENCIES REQUIRED:*** (MUST be realistic, neither overstated nor understated, and related to the essential functions of the job.)

* Commitment to service excellence, with the ability to demonstrate a consistently professional level of customer service with all patients, providers, and colleagues.
* Willing and able to work with Practice Manager to balance initiatives and projects to meet all deadlines.
* Ability to multi-task in a busy setting.
* Ability to adapt in a changing healthcare environment.
* Must be pro-active and handle complex and diverse patient interactions in a variety of situations, some of which are stressful.
* Demonstrated ability in project management and project implementation.
* Excellent organizational, analytical, time-management and problem-solving skills.
* Excellent written and verbal communication skills.
* Must exhibit flexibility and function effectively in a fast-paced, growing environment.
* Ability to communicate professionally and with confidence to all audiences.
* Proficiency with computers including excel spreadsheets, word processing and data entry.
* Excellent interpersonal skills.

***WORKING CONDITIONS:*** Describe the conditions in which the work is performed.

* Hospital based ambulatory practice. Normal patient environments where there are some exposures to communicable diseases, unpleasant odors, needle, and blood products.

***SUPERVISORY RESPONSIBILITY:***  List the number of FTEs supervised.

* No supervisory responsibility

 **Addendum B**

**Job Title:** Practice Coordinator **Dept/Unit:** Radiation Oncology GU

**BR#** 0570 **Grade:** 304 **FLSA Status:** Exempt

***PRINCIPAL DUTIES AND RESPONSIBILITIES:*** Indicate key areas of responsibility, major job duties, special projects, and key objectives for this position. These items should be evaluated throughout the year and included in the written annual evaluation.

The Practice Coordinator for Genitourinary (GU) has direct responsibility for oversight of the clinical operations for patients under the care of Dr. Anthony D’Amico, Division Chief of GU in the department of Radiation Oncology. The individual has responsibility for Referral and Scheduling Management; Patient and Program Coordination; Billing Charge Capture; and Research Administration Assistance.

As an essential member of Dr. D’Amico’s patient care and administrative management team, the Practice Coordinator is responsible for responding to the needs of patients and family members and takes a proactive role in efficient operations of the practice. The successful candidate must be a highly energetic and professional individual with strong communication and interpersonal skills. The individual must demonstrate independent judgment within the scope of this position, while maintaining effective relations with others.

Under the direction of Dr. D’Amico and the Practice Manager the successful candidate will assist in the coordination of the clinical and administrative duties for Dr. D’Amico. These duties include:

* Managing patient referrals/obtaining patient records
  + Refer/Coordinate potential patients to Dana Farber New Patient GU-Clinic
  + Scan labs as needed
  + Collect all prostate/GU records/slides for any consults to be seen at BWH
  + Monitor Medical Records Electronic System daily (FaxCom / Concord)
  + Maintain Established Patient List and review with team once patient is > 18 month for possible referral to Virtual Prostate Cancer Clinic (VPCC)
* Scheduling activities including but not limited to:
  + New Patient Consults in EPIC
  + Established Patients in EPIC
  + Complete and keep track of Sim/New Patients Request Forms within Rad Onc Status Board system.
  + Work with Dr. D’Amico on any schedule changes and make necessary changes in EPIC
* Critical coordination of timing of treatments with other disciplines and protocols
  + Coordinate with BWH Urology all fiducial marker appointments prior to patient Simulation.
  + Check phone messages throughout the day and triage as appropriate
  + Triage In-Basket messages as appropriate
  + Manage related Aria Tasks
  + Notify patients of sim and new start appointments via phone call
    - Complete MR screening if applicable
    - In addition, Send appt letter and all teaching materials either via mail or Patient Gateway
  + Collect signed consents and upload into EPIC and ARIA
* Administrative Coordination
  + Notify Nurses and Providers via outlook invite when lab results are in
  + Weekly check/preparation of all upcoming established patients
  + Enter and maintain all sign out info of weekly consults into EPIC Snapshot
  + Work closely with Dr. D’Amico and faculty on annual coordinating Annual Prostate Symposium
* Works with other members of Radiation Oncology Administration to keep up with Billing protocols.
* In collaboration with clinical Research Coordinators, assists patients under research protocols.
* Other duties as assigned.

***SKILLS/ ABILITIES/ COMPETENCIES REQUIRED:*** (MUST be realistic, neither overstated nor understated, and related to the essential functions of the job.)

* Exceptional ability to prioritize multiple tasks to meet department objectives related to overall management of patient care in a very busy atmosphere.
* Work efficiently with physicians to manage their clinic schedules, along with balancing their academic commitments.
* Able to maintain a positive attitude with patients and staff, along with an appreciation and awareness of patients’ experiences.
* Excellent communication, interpersonal skills and consistently foster positive customer experiences.
* Able to work independently and in a team setting.
* Ability to navigate and develop effective working relationships within a large organization.
* Able to receive and act upon coaching and feedback.

**Addendum C**

***PHYSICAL/ENVIRONMENTAL REQUIREMENTS OF JOB***

Indicate requirements and frequency by placing an “X” in the appropriate box.

**Work Environment:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Activity** |  |  |  |  |  |
|  | **None** | **1-25%** | **25-50%** | **50-75%** | **Over 75 %** |
| Outdoor weather conditions | X |  |  |  |  |
| Extreme cold (non weather) | X |  |  |  |  |
| Work in high place(s) | X |  |  |  |  |
| Work in confined space(s) | X |  |  |  |  |
| Risk of electrical shock | X |  |  |  |  |
| Risk of radiation exposure | X |  |  |  |  |
| Exposure to blood borne pathogens | X |  |  |  |  |
| Flammable/explosive gases | X |  |  |  |  |
| Toxic / caustic chemicals | X |  |  |  |  |
| Dust or other irritants | X |  |  |  |  |
| Grease or oils | X |  |  |  |  |
| Hazardous specimens | X |  |  |  |  |
| Exposure to lab animals | X |  |  |  |  |
| Infectious / contagious disease | X |  |  |  |  |
| Cleaning agents/chemicals | X |  |  |  |  |
| Hot equipment | X |  |  |  |  |
| Noisy equipment | X |  |  |  |  |
| Humid or wet conditions (non -weather) | X |  |  |  |  |
| Other | X |  |  |  |  |

**Lifting/Carry Requirements of this job:**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No Lifting required |  |  | | | | | | |
| No Carrying required |  |
| **Number of pounds** | **Amount of Time** | | | |  | | | |
|  | **1 - 25%** | | **25 - 50%** | | **50 - 75%** | | **Over 75%** | |
| **Lift** | **Carry** | **Lift** | **Carry** | **Lift** | **Carry** | **Lift** | **Carry** |
| Up to 10 pounds | X | X |  |  |  |  |  |  |
| Up to 25 pounds |  |  |  |  |  |  |  |  |
| Up to 50 pounds |  |  |  |  |  |  |  |  |
| Up to 100 pounds |  |  |  |  |  |  |  |  |
| Over 100 pounds |  |  |  |  |  |  |  |  |

**Working Conditions:**

**Push/Pull Requirements of this job:**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| No Pushing required | X |  | | | | | | |
| No Pulling required | X |
| **Number of pounds** | **Amount of Time** | | | | | | | |
|  | **1 - 25%** | | **25 - 50%** | | **50 - 75%** | | **Over 75%** | |
| **Push** | **Pull** | **Push** | **Pull** | **Push** | **Pull** | **Push** | **Pull** |
| Up to 10 pounds |  |  |  |  |  |  |  |  |
| Up to 25 pounds |  |  |  |  |  |  |  |  |
| Up to 50 pounds |  |  |  |  |  |  |  |  |
| Up to 100 pounds |  |  |  |  |  |  |  |  |
| Over 100 pounds |  |  |  |  |  |  |  |  |

**Physical Activity requirements of this job:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Activity** | **Amount of Time Spent** | | | | |
|  | **None** | **1 – 25%** | **25 – 50%** | **50 – 75%** | **Over 75%** |
| Stand |  |  | X |  |  |
| Walk |  |  | X |  |  |
| Sit |  |  |  | X |  |
| Use of hands requiring fine motor skills and  sense of touch | X |  |  |  |  |
| Move / rotate / bend wrist(s) |  |  | X |  |  |
| Type / use keyboard or other data entry device |  |  |  |  | X |
| Reach with hands and arms |  |  |  |  | X |
| Climb stairs | X |  |  |  |  |
| Climb ladder or other equipment | X |  |  |  |  |
| Drive / operate motor vehicle | X |  |  |  |  |
| Balance | X |  |  |  |  |
| Stoop, kneel, crouch, bend, crawl | X |  |  |  |  |
| Speak |  |  |  | X |  |
| Hear |  |  |  |  | X |
| Taste | X |  |  |  |  |
| Smell | X |  |  |  |  |
| Other | X |  |  |  |  |

**Vision Requirements of this job:**

|  |  |  |
| --- | --- | --- |
| **Vision Requirement** | **Required** | **Not Required** |
| Close vision | X |  |
| Distance vision |  | X |
| Color vision |  | X |
| Peripheral vision |  | X |
| Depth vision |  | X |
| Ability to adjust focus |  | X |
| Other |  |  |

**Safety equipment used while performing this job:**

|  |  |  |
| --- | --- | --- |
| Safety eye glasses | **Required** | **Not Required** |
| Filter lens (welding/soldering) |  | X |
| Face shields |  | X |
| Ear plugs or Mufflers |  | X |
| Surgical mask / dust mask |  | X |
| Self-contained breathing apparatus (SCBA) |  | X |
| Other |  | X |

**Level of noise typical in this week environment:**

|  |  |
| --- | --- |
| Very quiet |  |
| Quiet |  |
| Moderate | X |
| Loud |  |
| Very loud |  |