



WOMEN'S HEALTH CARE COORDINATOR I

JOB DESCRIPTION

Job Title:	Women's Health Care Coordinator I	Department/Group:	Administration
Position Type:	Full-Time	Level/Salary Range:	
Location:	Grand Cayman, Cayman Islands	Start date	January 2022
Date Posted:	November 26, 2021	Posting Expires:	December 10, 2021
Applications Accepted By:	Human Resources jobs@oceanmed.ky		

Job Description

GENERAL PURPOSE

The Women's Health Care Coordinator is the first contact for provision of information to the patient. The Coordinator will serve as a liaison between patients, medical staff, administrative staff, and other health care providers. They are responsible for scheduling appointments, procedures, and surgeries, and explaining all related medical or financial concerns. Qualification in a medically related field is required. The candidate will have a proven record of working in a medical environment, coordinating patients and procedures. This is not an entry level position.

ROLE AND RESPONSIBILITIES

- Answer phone and e-mails for appointments and general enquiries
- Provide information about services offered and pricing
- Assist patients with insurance coverage
- Book appointments, confirming by e-mail as necessary
- Determine imaging requirements and enter order, coordinating with pre-cert coordinator
- Keep Excel tracker updated with surgeries, procedures, and imaging information
- Answer all queries, with an understanding of when to get advice from physicians, nurses, or other colleagues to provide appropriate answers.
- Build trusting relationship with patients through desire to assist and follow through on getting information for them in a timely manner.
- For imaging bookings, obtain referrals, make appointment, and ensure entered onto tracker for billing pre-cert. If no pre-cert necessary, then check benefits, calculate copay, and inform patient.
- Ensure patients receive all necessary information for imaging studies: prior imaging, exam prep and cost.

- Send cost estimates as necessary.
- Send notes and reports to patients and clinical professionals, encrypting messaging as per HIPAA guidelines
- Work closely with Healthcare Coordinator to answer patient and doctor queries.
- Schedule surgeries and follow up on surgical bookings when the Women Health Care Coordinator II is away.
- Work with clinic to assist in rebooking schedule if doctor out for surgery.
- Contact patients who fail to keep appointments to determine and resolve obstacles the patient may have with keeping appointments

QUALIFICATIONS AND EDUCATION

- Professional qualification in a medical field related to Women's Health.
- Experience in coordinating patients and procedures.
- Qualifications in medical insurance and/or medical coding.

REQUIRED SKILLS

- Demonstrate professional, appropriate, effective, and tactful communication skills, including written, verbal, and nonverbal, with an impeccable phone manner.
- Ability to communicate clearly and effectively with patients, caregivers, professional colleagues, others.
- Ability to work effectively within role independently and with other team members.
- Willingness to work as a team, supporting colleagues.
- Ability to use initiative.
- Must be punctual, ready to answer queries from 8am to 5pm.
- Must be highly organized and efficient with the ability to multi-task, working quickly but thoroughly.
- Ability to organize and complete work in a timely manner.
- Qualification in a profession related to Women's Health with proven experience.
- Qualification or experience with medical insurance and coding.
- Demonstrated proficiency with computer skills and software programs used for documentation activities and report generation – skilled at using Microsoft Excel and Word.
- Educated on and compliant with HIPAA regulations; maintains strict confidentiality of client information.
- Complies with Infection Control, Standard Precautions and OSHA standards for the healthcare professional.
- Adhere to accepted professional and ethical standards.
- Provide patient services consistent with the Scope of Practice and Clinical Standards.
- Health Requirements: In good health and able to work without restrictions as evidenced by Health Statement.
- Ability to move between clinic and admin office regularly to discuss cases with clinic staff
- Compliance with Ocean Med's pre-assignment and medical requirements including: COVID-19 vaccination; current TB screen, or Chest X-ray and questionnaire if proof of positive TB screen; Measles/Mumps/Rubella immunizations or titers indicating immunity; Hepatitis B Information or Waiver; and any additional medical requirements of the Cayman Islands.
- Demonstrated commitment to professional growth and lifelong learning (e.g., continuing medical education in the specialty area(s) performed, higher education, research, staff training, etc.).
- Able to wear personal protective equipment (e.g., face mask, goggles, latex/non-latex gloves) as needed
- Physical Demands: Stooping, turning, bending, squatting, kneeling and the ability to lift to 50 pounds; constant/repetitive standing; requires normal, correctable vision and hearing, and the ability to accurately discern color as necessary to perform job functions.
- Willingness to undertake additional professional responsibilities.