Position Title: **Coordinator for Patient and Intern Services**

Department: Academic Affairs

Reports to: Dean of Clinics

Classification/ FLSA Status: Level III (Full-Time / Non-Exempt)

Primary Function: The coordinator for patient and intern services is responsible for coordinating and maintaining reception and related services for health center patients, interns, faculty and staff.

Key Responsibilities:

1. To serve as a health center receptionist
2. To oversee the daily health center patient and intern operations
3. To provide communication & reception support services to interns, x-ray supervisors, case doctors and staff
4. Maintain an accurate health center schedule of appointments.
5. Manage intern information related to the health center communication system.
6. To serve as the contact person for patient complaints regarding patient information privacy and confidentiality
7. To prepare, submit and maintain the annual patient care and reception supply budget.
8. To coordinate periodic inventory of health center supplies and printed materials.
9. To report instances of outstanding professionalism or cases of unprofessional behavior to the dean of clinics & coordinator for clinical operations (Professional Conduct Report)
10. To act as the liaison with Access Health and its patients
11. To maintain accurate records of all financial transactions, telephone messages, appointments and IOC schedule, etc.
12. To collaborate with the coordinator for clinic operations to create and conduct a health center orientation for new college employees.

13. To collaborate with the coordinator of clinic operations to facilitate and ensure the training of health center employees regarding the function of the health center support services, process, procedures and policies.

14. Oversee and ensure accuracy of patient information in the electronic health records system.

15. To develop, recommend and implement procedures that ensure the efficient processing of patient visits and additional health center services.

16. Monitor the efficient and effective flow of patient services in health center spaces.

17. To create and conduct an orientation to health center reception procedures for Pre-Clinic and Student Clinic interns.

18. To ensure that health center hours and announcements (including special closings, holidays and break hours) are communicated and appropriately posted for patients.

19. To ensure that health center voice mail messages reflect special closings, holidays, etc.

20. To ensure that the health center is decorated for holidays and special events.

21. To assist other health center support personnel in the smooth operation of the health center.

22. To oversee work study students

23. To cross-train on other staff positions as assigned by the dean of clinics.

24. To participate in annual peer and self-evaluation.

25. To oversee and ensure a clean, organized reception desk and lobby.

26. To assist in maintaining a fully stocked, clean health center.

27. Lend enthusiastic support to college policies and to fellow co-workers, particularly in the presence of students and support personnel.

28. Participate in the annual Lyceum program & assist with the quarterly Intern Pinning Ceremony.

29. To assist in the administration of the clinical entrance exam and the clinical proficiency exam.

30. Commitment to the mission of Sherman College and support of The Sherman Chiropractor in any way correlated to the position.

31. To assume any other duties that may be assigned by the dean of clinics

Basic Knowledge and Skills:

1. A high school diploma, experience with employee supervision, customer service and/or patient reception
2. A desire to work in a service-oriented environment
3. Professional and courteous interpersonal and telephone skills
4. Ability to perform multiple tasks while maintaining a pleasant work environment
5. Ability to be assertive and support and enforce health center policies and procedures
6. Strong organizational, supervisory and communication skills
7. Computer: MS Office

Preferred Knowledge and Skills:

An understanding and support of the philosophy of chiropractic

Physical demands and work environment:

Physical Demands: While performing the duties of this job, the employee is occasionally required to walk, stand, stoop, sit; use hands to finger, handle, grasp or feel objects or controls; reach with hands and arms; talk and hear. Specific vision abilities required by the job include close vision, distance vision and the ability to adjust focus. Lifting and/or carrying 25 lbs. maximum may be required. Additional stress or strains: Computer use.

Work environment: While performing the duties of this job the employee works in a controlled work environment and the noise level in the work environment is usually minimal.

General sign-off: The employee is expected to adhere to all company policies and to act as a role model in the adherence to policies.

I have read and understand this explanation and job description:

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Signature: Date: