



## JOB DESCRIPTION

<b>Job title</b>	<i>Mobile Clinic Driver/ Care Coordinator</i>	<b>FLSA Class:</b>	<i>Non-Exempt</i>
<b>Department</b>	<i>Medical Clinic</i>	<b>Position Type:</b>	<i>Full Time</i>

### Job purpose

Chinatown Service Center (CSC) is a multi-service, community health center, which provides compassionate, multi-lingual and culturally sensitive care to the communities of Chinatown, San Gabriel Valley and beyond. Our mission is to provide outstanding services and advocacy that promote better quality of life and equal opportunity for immigrants and other communities.

The Mobile Clinic Driver/Care Coordinator serves as an experienced driver for our medical mobile vans and as a Care Coordinator working with our clinical care team. This position is responsible for providing quality patient care by checking-in patients, checking insurance and providing eligibility enrollment as well as ensuring smooth patient flow through communication between clinical care teams and the patient.

### Duties and responsibilities

- Provide excellent internal and external customer service
- Perform administrative skills such as creating, managing and scheduling appointments.
- Coordinate communication utilizing a variety of tools (e-mail, EMR, Teams, etc) with colleagues and care teams.
- Professional, outgoing, and an experienced driver for the medical mobile vans.
- Verify patient's appointment on CSC's electronic medical record (EMR), NextGen and accurately obtain patient information, verify insurance coverage and prepare encounter.
- Receive patient payments such as co-pays, outstanding balances, guarantor payments and assign to the correct patient accounts.
- Participate in quality improvement projects.
- Check to make sure that Financial Screening, program enrollment, and verification is completed in check-in.
- Ability to speak clearly, distinctly, and pleasantly on telephone and face-to-face patient encounters while maintaining professionalism.
- Screen telephone calls to ensure routing to the appropriate department or individual(s).



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**Chinatown Service Center**

- Assist with appointment cancellation and rescheduling and conducting reminder calls.
- Ensure complete and accurate data entry during telephone patient registration process.
- Provide general information (e.g. directions, scope of services, available programs) to patients and/or customers.
- Forward patient concerns and feedback to appropriate personnel within the Community Health Center for resolution and optimization of clinic efficiency.
- Provide assistance and information to patient when requested.
- Make, cancel, and reschedule appointments as needed.
- Comply with HIPAA/HITECH/OSHA and CMS regulations.
- Maintain the validity of vehicle renewal registration and insurance coverage
- Keep basic vehicle maintenance such as oil change
- Other duties as assigned.

### **Qualifications**

- High School Diploma or GED
- 1 Year minimum working experience in front clinic office functions, patient scheduling and registration, is preferred.
- Able to work effectively while multi-tasking.
- Must be able to work independently as well as part of a team.
- Must have a valid established driver's license with a clean driving record for 3 or more years; driver will be required to maintain a clean driving record and driver's license throughout employment period.
- Must be physically strong and capable of moderate to heavy lifting.
- Bilingual in English and Spanish or Mandarin/Cantonese preferred

### **Direct reports**

Clinic Operations Manager