



Chinatown Service Center

Job Announcements

The **Chinatown Service Center (CSC)** is a nonprofit organization that provides multilingual health and social services, employment training and counseling in the Greater Los Angeles area. For further information on CSC, Visit our web site at <http://www.cscla.org>

Position: Patient Care Coordinator

Open Date: March, 2016

Closing Date: Until sufficient applications have been received.

Summary of Duties

Under the supervision of the Medical Doctor/Nurse Practitioner/Nursing Supervisor, the Patient Care Coordinator is responsible for providing quality patient care by coordinating care to patients on the providers' daily schedule, and proactively manages and coordinates care for patients not on the schedule. He/she will assist the medical providers with patient care, monitor patient flow, and maintain lab results. This position is also responsible for data entry for PECS, RX label for medication, lab results, and reports required by funding agencies, as well as providing ongoing chronic disease management services for patients, enhance specialty services referral and enhance non-clinical services referral.

Job Duties

A. Coordinate Patient Care

1. Review provider schedules and individual patient charts and assist the care team in coordinating care for visits and for future healthcare needs.
2. Handle non-appointment related calls from patients. Resolve the reason for the call or route to the appropriate party.
3. Support patients and providers in the medication refill process.
4. Use registry and other information to inform care team members of preventive care required for each patient seen each day.
5. Coordinate with the medical staff to ensure that case management services are provided to patients with complex medical and/or psychosocial problems.
6. Work with the medical staff to develop, implement and carry out programs in chronic disease management for patients, with such problems as diabetes, asthma, congestive heart failure, hypertension and depression, based on chronic disease management model.
7. Assist in coordination of care with pharmacies, insurance companies and other providers in the community. Ensure that information goes when and where it is needed.
8. Participate in team decisions regarding data requirements for pro-actively managing the team's panel.
9. Provide an effective communication link between patient and medical staff, including relaying messages from providers, gathering information from patients for providers, etc.

B. Perform data entry and record keeping.

1. Ensure EWC case managements were done in a timely manner.
2. Keep track of abnormal Pap smears, referrals and STD test results monthly.
3. Perform data entry in the Diabetes Case Management software (PECS).
4. Input immunization records into the CAIR website.
5. Prepare medication labels and generate daily transaction log for dispensary.
6. Follow up on abnormal Pap smears and patients with positive STD results.
7. Prepare quarterly report for GC and Chlamydia.
8. Generate monthly and quarterly Diabetes Registry reports.
9. Assist in maintenance of medical records to ensure completeness and accuracy of medication list and immunization records.

C. Direct Patient Care

1. Perform office procedures as ordered by providers.
2. Administer injections/immunization as ordered by Medical Providers.

3. Ensure patients to have necessary lab tests, PAP, Rx and follow up appointment after each visit.
4. Provide all medical screening tests for CHDP patients.
Provide translation services and assist patients with instructions for patient care at home.
5. Process LAC/USC specialty referral via web referral processing system (RPS) or E-consult.
6. Provide Health education for family planning patients, preventive medicine and chronic disease management like Diabetes hypertension etc.

D. Screen and enroll patients into appropriate programs.

1. Provide excellent customer service to clients/patients.
2. Screen clients/patients for appropriate programs based on clients' needs and program eligibility.
3. Collect appropriate documentation as it pertains to assessment requirements and program enrollment.
4. Assist clients/patients in interpreting, completing required medical, personal, and financial forms.

E. Maintain accurate and timely documentation of services and outcomes in accordance with all agency regulations, standards, guidelines, and requirements.

1. Maintain accurate client/patient records and documentation.
2. Input patient's basic demographic information and insurance/eligibility status in the EPM.
3. Update patient's personal information and eligibility status in the practice management software and medical/dental chart as needed.
4. Submit accurate and complete service data and reports to Department Manager and funding sources.
5. Establish procedures to ensure clients' right to privacy and confidentiality is maintained.
6. Ensure documentation and case notes are in compliance with contractual guidelines.

F. Promote Efficient Patient Care and Professional Development.

1. Work as a team player and be willing to assist other Clinic staff in other duties within his/her capabilities to aid the Clinic Team in providing good efficient patient care.
2. Maintain open communication with other Clinic staff and maintain professional demeanor at all times with patients, caregivers, healthcare providers and staff.
3. Attend weekly clinic staff meetings, Continuous Quality Improvement meetings and other department meetings as necessary.
4. Communicate any training needs to supervisor.
5. Attends any necessary workshops and trainings as required.
6. Represents clinic at public and professional meetings and conferences as required.
7. Available to participate in any Clinic outreach activities or agency-wide events, as requested.

G. Perform other duties as assigned.

Qualifications

- Medical Assistant Certification or at least 2 years of college education.
- Minimum 1 year clinical experience
- Computer literacy in any health information systems
- Ability to work in a fast pace environment and be part of a team, as well as to work independently.
- Good written and verbal communication skills.
- Must be bilingual English and Chinese (Cantonese/ Mandarin).
- Current CPR card.
- Ability to work and communicate effectively with people from different cultures, social and economic backgrounds, education.

Please forward your resume accompanied by a cover letter to

Human Resource Department

767 N. Hill St., Suite 400, Los Angeles, CA 90012

Fax: (213) 680-0787

cschr@cscla.org

**Chinatown Service Center is a nondiscrimination equal opportunity employer.
Reasonable Accommodations are available upon request to individuals with disabilities.**