

# **COLBERT HEALTHCARE & PREVENTIVE WELLNESS**

## **Position**

Practice Office Coordinator

## **Background**

We are looking for an office coordinator who works in a healthcare setting and is involved in all of the day-to-day administrative tasks required to keep a medical practice running smoothly. Office coordinators work with patients in a clinical setting. An office coordinator also works closely with the doctor on the business aspects of operating a medical office, with duties that may include ordering supplies, hiring staff and budgeting.

## **Job Description**

The office coordinator role can be quite active because the job deals with so many of the behind-the-scenes tasks in a medical office. Just like an office coordinator for any other business, the office coordinator must be a critical thinker who can communicate effectively. To excel at the job, an office coordinator also must be familiar with the healthcare system. This position should not be confused with an office manager, who typically has more education and experience in a particular field of medicine. The office coordinator will work between 25 and 35 hours per week, depending on the doctor's availability and schedule.

## **Healthcare Office coordinator Duties**

Depending on the size of the medical office, a healthcare office coordinator may have to take on a wide variety of duties. These duties can include:

- Budgeting
- Ordering supplies
- Understanding the financial background of the office
- Marketing or handling public relations
- Fulfilling a human resources role, including hiring staff
- Creating procedures for dealing with patients
- Overseeing staff
- Responsible for developing, implementing and updating office policies and procedures including scheduling appointments, processing referrals, scheduling and ordering lab work, processing mail, answering phones and ordering supplies.
- Responsible for HIPAA regulations and other accrediting agency regulations, medical practice acts, employment and safety laws, patient care laws, billing and insurance regulations or functions. Ensures medical staff receives appropriate education.

## **Clinical duties**

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- Taking medical histories
- Recording vital signs
- Explaining treatment procedures to patients
- Preparing patients for examination
- Assisting the physician during the examination
- Drawing blood work and processing lab work
- Performing injections

**Note:** The office coordinator may also be responsible for collecting and preparing laboratory specimens or perform basic laboratory tests on the premises, dispose of contaminated supplies, and sterilize medical instruments. S/he may also be responsible for arranging exam room instruments and equipment, purchasing and maintaining supplies and equipment, and keeping waiting and examining rooms neat and clean. The office coordinator should not be confused with physician assistants, who examine, diagnose, and treat patients under the direct supervision of a physician.

Office coordinators must be able to think creatively, because they are called on to solve problems. People who can work efficiently and have strong organizational skills are best able to handle the myriad duties required.

## **Healthcare Office Coordinator Requirements**

- Bachelor's degree in business, accounting, healthcare management or organizational development
- At least 7 years of experience in working in a practice (private or affiliated with a hospital) with leadership experience
- Familiarity with using a computer, applications (e.g. Microsoft Office, Google Drive, etc.), electronic health records (EHR), etc.
- Familiarity with HIPAA regulations and policies
- Experience working on a team with more than one provider
- Experience in managing other staff (e.g. medical assistants, etc.)
- Diligence and ethics
- Flexibility in schedule
- Politeness and customer service skills

## **Preferred Office Coordinator Requirements**

- 10 years of experience in a healthcare practice with leadership experience (e.g. manager, facilitator, etc.)
- Experience in using the EHR Practice Fusion
- The ability to fluctuate between 25 hours and 35 hours per week
- Someone who has a proven record of building a patient load
- Experience with meeting HEDIS and CORE measures for insurance companies
- Experience with using financial applications - Microsoft Excel, Quickbooks, etc.

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## **Desirable Characteristics**

- Supply Management
- Leadership Qualities (e.g. Initiative, Vision, Management Skills, etc.)
- Verbal Communication
- Infection Control
- Creating a Safe, Effective Environment
- Organization
- Scheduling
- Professionalism
- Customer Focus
- Confidentiality
- Medical Teamwork

**Note:** *this job does not provide benefits because it is a part-time position.*

**Note:** Being a one-provider practice, the office runs slower at times and faster at other times. We need someone who has limited responsibilities outside of this office, which could include another part-time job. Because this job does not provide benefits, this position would not and should not be the main income for the office coordinator.

## **Salary/Wage Calculation**

\$13 per hour. The first 90 days are subject to a probation period based on the doctor's review. There is an opportunity for a wage increase after the first year.

## **How to Apply**

Please submit a letter of intent and your resume to Dr. Dennis Colbert at this email: [chpw7601@gmail.com](mailto:chpw7601@gmail.com). The deadline for this application is June 1, 2019. The position will commence as soon as possible and no later than June 3, 2019.