



# NORTHWEST FIRE DISTRICT

## FAMILY CARE CENTER (FCC) CLINIC COORDINATOR

<b>Reports to:</b>	<b>Nurse Practitioner</b>	<b>FLSA:</b>	<b>Non-Exempt</b>
<b>Division:</b>	<b>Administration Services</b>	<b>Status:</b>	<b>Full-Time</b>
<b>Location:</b>	<b>NWD Family Care Clinic</b>	<b>Pay Plan:</b>	<b>Grade 87</b>
<b>Reviewed:</b>	<b>12/2023</b>	<b>Revised:</b>	<b>12/2023</b>
<b>Supervises:</b>	<b>None</b>		

The statements below are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change and does not represent in any way a contract of employment.

### POSITION SUMMARY

The Clinic Coordinator supports the Northwest Fire District in its mission to save lives, protect property, and care for our community by ensuring the smooth operation of the District's medical clinic under the direction of the District's Family Care Center Nurse Practitioner.

### ESSENTIAL FUNCTIONS

The Clinic Coordinator is a dynamic role that requires a blend of administrative expertise, medical insurance knowledge, and clinical proficiency. This individual serves as a crucial link between the administrative aspects of the clinic, insurance-related tasks, and ensuring the delivery of high-quality patient care.

#### **Administrative Responsibilities**

- Manage front office operations, including scheduling appointments and resolving appointment-related issues, greeting patients, and responding to inquiries and various forms of correspondence and communication with professionalism and efficiency.
- Coordinate with patient and/or provider to obtain outside medical records. Ensure that all relevant outside medical records are received and scanned into EHR.
- Enter phone messages into EHR and route to provider.
- Provide administrative support in a variety of areas including but not limited to billing tasks, filing, inventory management, and the monitoring and reporting of clinic statistics.

#### **Medical Insurance and Claims**

- Process and submit insurance claims, ensuring accuracy and compliance with coding and billing requirements.
- Investigate and resolve insurance claim issues, including denials, rejections, and discrepancies, by communicating effectively with insurance providers and patients.

- Maintain updated knowledge of insurance regulations and policies, staying informed about changes that might affect claims processing.

### **Medical Assistant Duties**

- Support healthcare provider in delivering patient care by assisting with basic medical procedures and diagnostic tests. These tasks include, but are not limited to, drawing blood, conducting EKGs, obtaining vital signs, and conducting other patient screenings in accordance with established protocols.
- Conduct CLIA waived laboratory tests while adhering to guidelines and maintaining proper documentation.
- Clean, sterilize, and prepare instruments, laboratory equipment, and examination rooms.
- Pend RX refills requested and route to provider
- Act as a liaison for patient, facilitating scheduling of specialty visits, imaging exams, and other ancillary testing.
- Maintain and use principles of aseptic techniques and infection control when performing clinical duties and tasks.
- Recognize emergency situations and implement emergency procedures according to clinic guidelines. Administer first aid, CPR, and maintain emergency equipment and supplies.
- Provide information to patients regarding procedures, medications, and health management as directed by the healthcare provider.
- Assist the provider with updating electronic health records with lab test results, imaging reports, and other relevant information to maintain accurate and comprehensive medical histories.

### **Clinic Coordination**

- Coordinate resources and care for patients, acting as a liaison between patients, their families, health care professionals, and the District's medical insurance carrier to ensure seamless coordination of patient care and clinic operations.
- Support in the implementation of protocols and procedures to enhance the quality of patient care services including optimizing patient flow, managing schedules, and facilitating efficient clinic operations.
- Comply with the rules, policies, and procedures as set forth by the District and perform other duties as assigned.
- Responsibilities may occasionally require an adjusted work schedule to meet organizational needs, which may include evenings, weekends, and holidays.

### **Knowledge:**

- Knowledge of healthcare regulations, including HIPAA and other relevant laws governing medical billing, coding, and patient privacy.
- Knowledge of procedures and requirements for submitting insurance claims, including proper documentation, coding accuracy, and adherence to timelines for claim submission.
- Knowledge of reimbursement process, including understanding Electronic Remittance Advice (ERA) statements, processing denials and appeals, and resolving claim discrepancies.
- Good working knowledge of medical terminology
- Knowledge of general office methods, supplies, and equipment
- Knowledge of electronic records management rules and regulations

### **Skills:**

- Time management skills

- Excellent communication skills
- Ability to work both independently and as part of a team
- Innovative thinker with meticulous attention to detail
- Strong organizational, administrative, and planning skills
- Adaptable and able to prioritize tasks in a fast-paced environment
- Proficient in Microsoft 365 applications

**Abilities:**

- Maintain confidentiality and adhere to ethical standards
- Ability to build trusting relationships
- Ability to work effectively with internal and external contacts

**MINIMUM EDUCATION, EXPERIENCE AND TRAINING**

- Associate degree in a related healthcare field
- Certification as a Medical Assistant or proof of completion of an accredited medical assistant program
  - OR higher level medical certifications or licensure
- Five (5) years of experience in a medical setting with experience in relevant areas such as patient care/medical assistant work, medical office administration, patient advocacy, benefits coordination, insurance claims processing, medical coding, billing, electronic medical records management, or other relevant and applicable experience.

OR

- Other combination of education, certification/licensure, and experience that provides the required knowledge, skills, and abilities to perform the essential functions of this position may be considered

Must be attained within 30 days of hire:

- CPR Certification

**ADDITIONAL REQUIREMENTS**

**Driving Position:**

This position requires possession of a valid driver's license with an acceptable driving record for the pre-employment background check process.

Based on Arizona State Law, upon the date of hire and throughout the period of employment, the employee must present and possess a valid Arizona Driver's License and maintain an acceptable driving record, see [Obtaining a Driver's License](#).

Driving Level: None

*"Driving Level" may be None, Secondary or Primary, and refers to the driving responsibility as it relates to the essential functions of the position.*

**Driver's License Type:**

Operator License (Class D) reference [Driver License Classes and Types](#). An operator license allows you to drive any vehicle that does not require a motorcycle or commercial driver's license. You must be at least 18 years of age to apply for an operator license.

**Commercial Driver's License:** (CDL Endorsements): None

**Automobile Insurance Requirement** (Refer to District Policy - Driver's License)

Employees who drive their personal vehicles for District business are required to have and maintain their current automobile insurance upon the date of hire and on an ongoing basis.

**Safety Sensitive Position:** Yes (Refer to District Policy – Drug and Alcohol Use and Testing)

**Pre-employment Drug Testing Required:** Yes (Refer to District Policy – Drug and Alcohol Use and Testing)

**PHYSICAL ABILITIES**

- Regularly required to communicate effectively with others to exchange information.
- Repetitive wrist, hand, and/or finger movements will be required.
- The ability to see and distinguish color will be expected.
- Will frequently be required to move items of up to 20 lbs.

**WORK ENVIRONMENT**

- Works in an office environment.
- Exposed to moderate noise levels.
- Exposed to chemicals, oils, and infectious diseases.