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PATIENT CARE COORDINATOR JOB DESCRIPTION

The Patient Care Coordinator acts as a liaison between patients and the healthcare system by working with other medical professionals to provide the best healthcare possible to patients. The Patient Care Coordinator ensures that Ruby Valley Medical Center is providing high quality care and works with administration, staff, and patients to reach healthcare goals and keep the lines of communication open. The Patient Care Coordinator helps to ensure patients understand every aspect of their care as well as facilitates follow up services and appointments. Reports to the Chief Nursing Officer.

"Employee performs all duties in a manner consistent with the mission and values of RVH."

Job Duties:

- Schedule and coordinate patient referrals to outside providers and facilities for all Ruby Valley Medical Center patients. This includes follow up and statistical reporting.
- Apply for and maintain patient assistance programs for patient medications and supplies
- Complete prior authorizations for medications, procedures, and medical supplies.
- Provide guidance, support, and advice to patients dealing with complex medical issues.
- Manage orders for patient durable medical equipment and oxygen
- Educate patients and family/caregiver about relevant community resources.
- Cultivate and support primary care and specialty provider co-management with timely communication, inquiry, follow-up, and integration of information into the plan of care regarding transitions-in-care and referrals.
- Act as liaison between patients, nurses, providers and different departments within the medical center.
- Meet with patients and family/caregiver upon discharge from the hospital to facilitate follow up care and access to resources.
- Attend care plan meetings for inpatients.
- Make follow up phone calls to patients after discharge from hospital and emergency room.
- Service as a consistent point of contact for patients throughout their care.
- Management of Protimine/INR patients.
- Generates reports needed to identify patient populations served on a quarterly basis.
- Aid patients in applying for assistance (i.e. Medicaid, CHIPS, and Senior Companion).
- Manages Swing Bed Program with assistance from Chief Nursing Officer.

- Any other duties that are under the umbrella of Care Coordination.

Position Requirements:

Licensure/certification/registration

Licensed to practice as a Registered Nurse in the State of Montana
Basic Life Support (BLS) Certification
Advanced Cardiac Life Support (ACLS) Certification

Minimum Educational Requirements

Bachelor's or Associate's Degree in Nursing required.

Minimum Experience

5 years of nursing experience
Experience with patient care coordination is preferred.

Special qualifications or skills

Persuasion, Verbal Communication, Health Promotion and Maintenance, Patient Services, Building Relationships, Resolving Conflict, Coordination, Listening, Scheduling, Teamwork, Legal Compliance. The ability to represent Ruby Valley Medical Center in a positive light in all interactions.

Physical Requirements

Office Equipment Used: Computer, Calculator, Printer, Fax Machine, Copier, Telephone.

Work Environment: While performing the duties of this job, the employee constantly works around others, works with the public and usually works inside. The noise level in the work environment is typically moderate.

Physical Demands: While performing the duties of this job, the employee is required to use hands and finger, handle or feel objects, and to type on a key board. The employee is required to sit, talk, write, hear, and read. The employee may be required to stand for extended periods of time, walk, stoop, kneel, and reach with hands and arms.

Vision Demands: Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Mental/Motor Demands: While performing the duties of this job, the employee performs non routine work. The employee frequently exercises flexibility (ability to shift from one task to another). While performing non routine work, the employee must problem-solve and think critically in order to apply knowledge and skill. The employee frequently works within time constraints and maintains attentiveness/intensity. The employee is frequently involved in social interaction which requires oral communications and written communications. Memory, reasoning and exercising judgment are constantly used/required on this job.

Print Name: _____

Signature: _____

Date: _____