



Wallowa County Health Care District

JOB TITLE: Therapy Office Coordinator

FLSA STATUS: Non-Exempt - Union

DEPARTMENT: Therapy Department

DATE: February, 2023

REPORTS TO: Therapy Supervisor

APPROVED BY: Therapy Director/CEO

JOB SUMMARY:

The Therapy Office Coordinator acts as general reception for the outpatient Therapy Department, welcoming patients and visitors, answering phones, registering patients and scheduling appointments in a professional and courteous manner. The Therapy Office Coordinator is also responsible performing other basic clerical duties as required as well as assisting the therapy aide and therapists with cleaning rooms and organizing the department as needed.

MISSION, VISION & VALUES:

The successful candidate(s) must share and demonstrate through job performance (and will be evaluated on) the ability, willingness and successful application of support for the Mission, Vision and Values of the District:

Mission: To provide premier Health Care

Vision: To be a recognized leader in mission focus, quality care, and fiscal strength Values: Compassion, Respect, Integrity, Quality, Stewardship, and Family

ESSENTIAL DUTIES & RESPONSIBILITIES:

Include the following. Other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Nothing in this job description should be inferred to condone an employee acting out of their scope of license.

- Prepare patient and their chart for upcoming visit.
- Schedule patient appointments.
- Proactive calls to patients regarding care needs.
- Check-in patients for appointments, updating patient demographics as needed, acquiring signatures, copies of appropriate insurance cards and driver's licenses.
- Use of a multi-line phone system, answer phones in a courteous and professional manner, screen calls and take messages. Route calls and messages to appropriate staff.
- Register new patients.
- Prepare evaluation folders and necessary paperwork for full evaluation process
- Assist as needed with pre-authorizations for insurance
- Maintain appropriate inventory of common forms used in the patient registration process.
- Coordinate flow of clinic patients to the appropriate therapists.
- Helps keep the therapy equipment clean and sanitized.
- Schedules the appointments for the Therapists and Therapist Assistant.
- Maintains confidential patient records and maintains proper training for compliance.
- Formulates procedures for systematic retention, protection, retrieval, transfer, and disposal of records.
- Maintains contact with customers, patients and outside vendors.
- Maintains a positive and cohesive relationship with all departments at Wallowa County Health Care District.
- Maintains offices & exam rooms as necessary
- Analyzes and organizes office operations and procedures such as preparation of information management, filing systems, requisition of supplies and other clerical services.
- Maximizes office productivity through proficient use of appropriate software applications.
- Maintains, helps develop the proper department protocols



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- Greet arriving patients and visitors.

QUALIFICATIONS & EXPERIENCE:

To perform this job successfully, an individual must be able to perform each essential duty competently.

- High school diploma or equivalent education preferred.
- Previous office experience; excellent computer skills, communications skills and organizational skills are a must.

CORE COMPETENCIES:

- Compassion – Welcomes, mentors and receives new team members. Shows concern for the welfare of others.
- Respect – Manages conflict with respect and dignity for others. Attempts to address issues before escalating.
- Integrity – Owns professional development and seeks self-development. Uses good judgment in resolving job problems. Generates and evaluates alternative solutions and makes effective and timely decisions.
- Quality - Pays close attention to detail. Strives to achieve excellence in all things.
- Stewardship – Careful and responsible management of WCHCD resources. Finds productive work to keep busy during slack periods.
- Family – Creates and participates in a team environment. Applies effective interpersonal and problem-solving skills when responding to coworkers, patients and visitors.

POSITION SPECIFIC COMPETENCIES:

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Monitoring — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Speaking — Talking to others to convey information effectively.
- Service Orientation — Actively looking for ways to help people.
- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Visualization — The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The worker can reasonably anticipate having medium to high risk occupational exposure to blood borne pathogens, i.e., from skin, mucus membranes, or potential contact with blood or other potentially infectious materials. Must be able to wear personal protective gear and handle physically stressful situations, including acute medical situations and infectious or hazardous materials.

WCHCD CODE of CONDUCT & CONFIDENTIALITY STATEMENT:

As an employee of Wallowa County Health Care District (WCHCD) you must agree to abide by the following code of Conduct/Confidentiality Statement.



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I understand and agree that in the performance of my duties I must hold medical information in confidence. I understand that any violation of the confidentiality of medical information may result in punitive action. I will at all times protect the safety of our patient/residents understanding that they are our “customers” and the reason for our employment. I will avoid any and all personal conflicts of interest as it relates to my position at this facility. I agree to abide by the dress code for WCHCD. I will not use any of the assets of WCHCD for personal use. I will abide to all rules and regulations of the State of Oregon and the United States in relation to the operation of a medical facility. I will treat my co-workers at all times in a professional & courteous manner. I will strive to always work as a team player with my co-workers. I agree to report any perceived medical/facility operation noncompliance issues immediately through the compliance reporting process.

I have read and understand the above job description.

Employee Signature

Date