



## JOB DESCRIPTION: *SCHEDULER/PATIENT CARE COORDINATOR*

---

The [A BETTER ALTERNATIVE TO SENIOR CARE, INC.,]'s Scheduler/Patient Care Coordinator is responsible for the day-to-day scheduling and coordinating of professional and aide assignments. A critical component of this role is to demonstrate the agency's culture of compassion, accountability, and results by displaying the highest standards of integrity, superb follow-through, consistency, first-rate customer service, and exceptional patient satisfaction.

REPORTS TO: The Director of Clinical Services or Clinical Manager

SUPERVISES: No one

### QUALIFICATIONS

- High school diploma or GED
- At least 18 years old
- Prefer at least one-year in-home service scheduling
- Effective oral and written English communication skills to work with patients/family and ability to listen without imposing personal values or beliefs
- Ability to follow instructions to complete work as assigned
- Ability to maintain confidentiality about patients receiving agency services
- Maintain current state driver's license and a dependable, insured automobile
- Demonstrate computer literacy and ability to use scheduling software
- Provide written proof of health status and ability to lift, bend, and squat the level and amount determined by each job assigned
- Demonstrated self-motivation, self-direction, organizational skills, flexibility, and the ability to coordinate multiple tasks simultaneously
- Experience working in a high stress environment with multiple demands

### RESPONSIBILITIES

1. Demonstrates support for the agency's mission statement to promote quality, efficient, comprehensive, and effective patient service.



2. Participates in and supports the agency's Quality Assurance and Performance Improvement activities.
3. Complies with all agency policies and procedures.
4. Appropriately seeks supervisor assistance as necessary to effectively perform duties.
5. Maintains confidentiality of patient, personnel, and agency operations.
6. Promotes patient, personnel, and office safety.
7. Schedules service visits per directions of supervisors or designee.
8. Assists with the referral/intake process for patients needing agency services.
9. Verifies third-party insurance coverage (if required).
10. Ensures all visits are scheduled in a timely manner and assigned as needed.
11. Presents a professional appearance and promotes a positive work environment.
12. Serves as receptionist/operator as assigned.
13. Assists in obtaining patient satisfaction surveys.
14. Performs other duties as requested.

## EMPLOYEE ACKNOWLEDGEMENT AND ACCEPTANCE

I acknowledge I have received and read my job description and understand and accept the responsibilities, qualifications, physical demands, and work environment this position requires. I understand that this is not an exclusive list of the job functions and that I am expected to complete all duties as assigned; I understand management without notice may alter the job functions. I understand that this job description in no way constitutes an employment agreement and that I am an at-will employee.

---

Employee Signature

Printed Name

Date: \_\_\_\_\_

### REFERENCES:

CMS 42 CFR 484.11, 484.14 Revision 484.105

ACHC Section 4



CHAP CIII.1b; CIII.1c CQI.1. CII.4a, HHII.4c  
TJC HR.01.02.01; HR.01.05.01; HR.01.02.07