



POSITION DESCRIPTION

Position Title	Patient Transportation Coordinator
Department	Community Wellness
Reports To	Community Health Nursing Supervisor

Job Grade	D	Schedule: Full Time
Effective Date	June 2019	Benefitted

Position Summary

Assists patients in need of transportation to coordinate medical appointments with available transportation resources. All duties and responsibilities will be performed in accordance with the Yellowhawk Mission and Vision statements, policies and relevant laws.

Essential Duties:

Obtains demographic information, medical appointment location, time, date, and length of appointment.

Establish relationships with outside vendors (Medicaid GOHBI Non-Emergent Transportation) to improve access of timely transportation to and from medical appointments

Works with the community to educate the patient population regarding alternate resources.

Works with outside medical providers and agencies in coordinating patient care, ensuring patients are provided quality health care while utilizing alternate resources to maximum capacity.

Works with appropriate Yellowhawk staff to ensure that medical referrals are in place prior to scheduling transportation to appointment. .

Works with patients to ensure they received appropriate Yellowhawk services and understand and comply with various Yellowhawk procedures.

Serves on committees as requested.

Data collection used to generate quarterly reports.

Present yearly report to Health Commission.

Maintain confidentiality in accordance with the Yellowhawk Tribal Health Center Policy Manual, HIPAA and the Privacy Act.

Other Duties:

Front desk coverage for Community Wellness Department secretary's lunch break and absences.

Other duties as assigned.

Knowledge, Skills and Abilities:

Knowledge of health care industry.

Knowledge of Federal regulations concerning eligibility and Purchased Referred Care services.

Some knowledge of medical terminology.

Knowledge about multi-telephone operation and possess outstanding telephone etiquette.

Knowledge about patient appointment scheduling, both in-house and with outside providers.

Knowledge of Electronic Health Record (EHR) and able to work within multiple software packages.

Knowledge about Health Insurances and able to check eligibility and benefits.

Ability to multi-task answering telephones, scheduling patient appointment(s), and greeting the public, in a professional and courteous manner.

Skilled in operating a computer.

Ability to work with other employees and contribute to a team atmosphere.

Ability to work independently at times as required.

Ability to prioritize multiple patient needs.

Ability to organize and systematically complete repetitious tasks with focus and detail orientation.

Ability to analyze problems and suggest solutions.

Ability to read, understand, and follow oral and written instructions from policies and procedures, team members and/or direct supervisors.

Ability to effectively communicate clearly and concisely both oral and written.

Ability to establish and maintain effective working relationships with patients, staff, outside medical providers, and the public.

Typical Physical Demands:

Requires prolonged sitting, some bending, stooping and stretching. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator and other office equipment. Requires normal range of hearing and eyesight to record, prepare and communicate appropriate reports.

Typical Working Conditions:

Work is performed in an office environment. Involves frequent contact with staff, patients, and the public. Work may be stressful at times. Contact may involve dealing with angry or upset people.

Other Aspects of the Position:

Requires occasional weekend and/or evening work.

May require travel for training and meetings.

Represents Yellowhawk with a respected and viable presence in the community.

Minimum Qualifications:

High School Diploma or equivalent.

At least one (1) year of experience in a medical office setting.

Proficiency in computer applications.

Working knowledge of medical benefit payment programs such as Medicare, Medicaid, private insurance, etc.

Must possess a valid driver's license and maintain insurance requirements to operate General Services Administration vehicles.

Must submit to and pass a reference and criminal background check.

Must submit to and pass a pre-employment drug and alcohol screening.

Yellowhawk gives preference to applicants in the following order:

- CTUIR-enrolled Tribal members
- Other federally-recognized tribal members
- Military personnel who have been honorably discharged
- All other applicants

The success of the Yellowhawk Tribal Health Center delivery of health care services, business operations and reputation are built on the principles of our employees' fair and ethical conduct. Our reputation for integrity and excellence requires careful observance of the terms of the Centers contracts with funding agencies, the Personnel Policies and Procedures Manual, and the spirit of all applicable laws and regulations, as well as the adherence of the Yellowhawk employees to the highest standards that govern their professions, conduct, performance and personal integrity.

Approved by:

Date

I acknowledge that I have read and understand the duties and responsibilities of this position description.

Signature

Date