Wound Care
Office Coordinator

The Medical Office Coordinator is responsible for day to day administrative functions of the Wound Care Advantage program including but not limited to business operations, clerical, patient billing and accounting functions, medical records, reception and patient scheduling. This position has supervisory responsibilities for other office personnel.

QUALIFICATIONS

1. High school graduate.
2. Additional education preferred
3. Minimum of two (2) years medical office experience.
4. Computer experience in word processing, database programs and spreadsheets.
5. Excellent organizational skills, oral and written communication skills.
6. Medical accounts billing experience desirable.
7. Transcription experience desirable.
8. Physical demands and work environment:
   a) Motor coordination and finger dexterity are required to handle papers and to operate computer keyboard, office machines with or without accommodation.
   b) Near visual acuity and hearing is necessary for data entry, filing and exchange of information.
   c) Light lifting (less than 10 pounds) of moderate frequency.
   d) Work in an office environment with adequate light, heat and ventilation.
   e) Must be able to sit for prolonged periods of time at a desk.

KEY JOB AREA: TASKS, DUTIES, AND RESPONSIBILITIES

1. Coordinates with physicians, personnel and other resources to ensure quality services and outcomes.
2. Provides continuity of care for patients in collaboration with physicians with accountability for planning, implementation, and evaluation of comprehensive wound care involving multiple disciplines and sites of care.
3. Participates with administration in review of clinic operations and preparation of regular statistical and narrative reports.
4. Creates an individualized plan for continuous quality improvement in collaboration with the Medical Director and Program Director that is fully implemented and updated annually.
5. Assumes fiscal responsibilities of clinic through collaboration with Program Director in creation of a budget and independent follow-up to maintain operations within the established budget parameters. Timely justification or explanation of variances to budget.
6. Seeks out and obtains advanced knowledge, credentials, specialty exams and training/education for clinical/administrative/managerial role.
7. Integrates knowledge from literature, research, educational opportunities, internal/external resources and internal/external networking into current standards of care and policy and procedure updates.
8. Evaluates care given in the facility and intervenes with appropriate actions as needed.
9. Serves as a role model and educational resource for WCC in the community.
10. Gathers, analyzes, evaluates and prepares information needs and trends regarding staffing, procedures, equipment and training. Reports this information to the Program Director and maintains documentation for regulatory agencies.
11. Integrates knowledge of reimbursement into patient communication, collaborating with third party payers and other professionals.
12. Utilizes knowledge and skills for direct care for patients in the clinic setting including holistic assessment, comprehensive wound evaluations, and coordination of patient’s care.

13. Demonstrates advanced knowledge of diagnostic data related to wound care by the ability to review cases for Quality Improvement; identifying key diagnostic data presents as needed and integrating it into the assessment, care, and outcome.

14. Exercises clinical competence in the ability to integrate it into the assessment, care and outcomes of a Continuous Quality Improvement process.

15. Monitors to ensure quality is provided through implementation of a plan of care by the second patient visit in accordance to an algorithm for wound care and policies and procedures.

16. Implements and evaluates for care which reflect appropriate nursing and medical diagnoses, goal development, outcome criteria and target dates.

17. Demonstrates competence inpatient and family education on common topics including but not limited to comprehensive wound care, dressings, edema control, and specialty foot care, off loading and life style changes.

18. Demonstrates competency to instruct and monitor staff in ordered treatments including but not limited to vital signs, capillary blood sugars, vascular assessments, wound assessments, sterile technique, dressings, phlebotomy, sterile syringe fill technique, administration of pharmaceuticals and blood products.

19. Provides supervisory support to the data base information system - maintains a working knowledge of the overall system; clinical data input, generating reports, trouble-shooting and general policies and procedures.

20. Responsible for management and development of clinical staff, functions, activities and appropriate patient care assignments during clinic hours.

21. Manages charges for patients ensuring all are appropriate for care and documentation, summarized on daily stats and forwarded to office personnel in a timely fashion.

22. Manages clinic staff including hiring, disciplining, discharging, performance review, orientation and utilization.

23. Maintains clinic supplies utilized for quality care in a fiscally responsible manner ensuring correct charge accounts.

24. Oversees case management development and implementation for all patients assuring comprehensive care with appropriate staffing levels.

25. Identifies specific area educational needs in response to physician/nursing concerns, problem analysis or as a corrective action to reported incidents.

26. Takes initiative to stay current in practical knowledge of guidelines or standards or practice (i.e. A.N.A.), community, affiliate hospital, all current WCHD policies and procedures, and regulatory guidelines (i.e. OSHA, State Health Department, and State Board of Nursing).

27. Provides mandatory education and monitoring of safe practices and safety education including hazardous waste, CPR, body mechanics, infection control, exposure control, emergency adverse reaction reporting, fore and disaster planning.

28. Initiates and actively participates as a change agent to improve work environment, work process, or patient care.

29. Assures complete and accurate record of patient assessments, care and response to treatment and education on approved forms.

30. Responds to internal/external customers in a highly professional manner.

31. Supports and encourages harmonious work relationships and team-building skills.

32. Demonstrates excellent rapport with difficult or demanding customers.

33. Delegates tasks to appropriate skill level with proper supervision.

34. Assumes active leadership role in WCHD participating in general staff, QA, medical meetings and conducting clinic intradepartmental meetings.

35. Assists with financial counseling regarding reimbursement issues or other concerns of patient or significant other.

36. Responds accurately and in a timely manner to patient financial questions either by knowledge of answer or referral for appropriate response and follow-up.

37. Consults with referring physicians regarding their patients and referrals for the WCHD to ensure appropriate utilization of services.

38. Facilitates communication between WCHD, and other hospital utilizing the chain of command.
39. Demonstrates competent utilization of interview, examination and observation techniques.
40. Follows proper channels of communication anticipating and consistently handling daily and routine problems while recognizing complex issues that need referral to director; suggests plan of approach for known problems.
41. Communicates regularly with Program Director and Medical Director.
42. Documents clearly, legibly, using approved abbreviations.
43. Monitors professional communications between referral sources and WCHD physicians, case managers and professional liaison or program director to maintain quality coordination of care and a high profile in the community.
44. Communicates effectively with groups in professional or community education and Physician relation’s opportunities.

The above statements reflect the essential functions considered necessary to describe the principle content of the job. They are not intended to be a complete statement of all requirements or duties that may be inherent in the job.