

**Munson Healthcare Manistee Hospital  
JOB DESCRIPTION**

**TITLE:** Clinical Care Coordinator  
Job Code:  
Work Comp Code:

**FSLA:** Non-Exempt  
**GRADE:** NUH  
**DATE:** 07/17

**DEPARTMENT:** Wound/Hyperbaric Clinic

**GENERAL SUMMARY:**

Under the general supervision of the department Manager/Supervisor, performs duties to ensure prompt, courteous, and appropriate patient care in conjunction with the office and medical staff. Performs additional duties which fall under their licensed scope of practice.

**MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

1. Registered or Certified Medical Assistant.
2. Prior experience in a medical clinic environment preferred.
3. Exceptional interpersonal skills necessary to communicate and collaborate with physicians, co-workers, patients, family members and other healthcare workers
4. Highly motivated self-starter who functions as a team player.
5. Basic Life Support for Healthcare Providers (BLS)
6. Experience with eClinical Works EMR preferred.
7. Analytical ability as well as visual, hearing, and sensory touch acuity necessary to assess patients' conditions and take appropriate action.

Please check the appropriate age specific competencies:

- |  |  |
|--|--|
| <input checked="" type="checkbox"/> Prenatal & Perinatal (0-2) | <input checked="" type="checkbox"/> Young Child (2-8)        |
| <input checked="" type="checkbox"/> Adolescent (9-15)          | <input checked="" type="checkbox"/> Adult (16-28)            |
| <input checked="" type="checkbox"/> Middle-Aged Adult (29-53)  | <input checked="" type="checkbox"/> Geriatric (54-74)        |
| <input checked="" type="checkbox"/> Frail Adult (75+)          | <input type="checkbox"/> Not applicable, no clinical contact |

**WORKING CONDITIONS:**

- Exposure to blood and/or body fluids
- Exposure to Hazardous Chemicals or Pharmaceuticals.
- Regularly lifting/moving up to 10 lbs
- Occasional walking, reaching, bending, lifting/moving up to 50 lbs
- Frequent standing, reaching bending, lifting/moving up to 25 lbs
- Prolonged periods of standing
- Prolonged periods of sitting
- Frequent keyboarding/writing
- Occasional kneeling, stooping, and climbing

## **PRINCIPAL DUTIES AND RESPONSIBILITIES:**

1. Handle telephone messages from patients, hospitals, physician, pharmacies, etc. regarding patient care and involving plan of care, disease process and medication refills in conjunction with physicians and registered nurses.
2. Staff clinic by doing basic physical assessments, assessing laboratory values, administering injections, and establishing follow-up appointments for patients.
3. Follow patient plan of care established by physician or nurse practitioner.
4. Function as a team member by expanding his/her responsibilities as directed by management to facilitate optimal workflow within the clinic.
5. Provide support to Medical and Administrative Directors, consulting physicians, Clinical Coordinator/Educator and Technicians as needed.
6. Demonstrate compassionate care by identifying needs and expectations of internal and external customers and responding to them in a timely and effective manner, being sensitive to cultural diversity, anticipating and preventing delays which could negatively affect them, and keeping them informed about the status of pending actions.
7. Perform job responsibilities in a professional, ethical and compliant manner consistent with the Hospital's values, Code of Conduct, policies, procedures and protocols and all relevant laws, statutes and regulations.
8. Communicate effectively and appropriately. Uses good judgment as to what to communicate and maintains confidentiality at all times. Treats others with respect and consideration and demonstrates good listening skills. Uses the right tone for the situation and audience.
9. Perform as an effective team player that team members rely on to equitably share in the workload and adds complementary skills to the team. Contributes valuable ideas, opinions and feedback to the team. Trains and/or orients other employees to the clinic.
10. Engage in performance improvement projects and activities by identifying areas of opportunity and offering concrete suggestions for improvement and participation in departmental or hospital wide projects and/or process improvement teams. Applies Performance Improvement concepts and methods throughout related activities.
11. Maintain a safe environment for patients, visitors and associates. Demonstrates understanding of and carries out their role in infection control, environmental safety, and emergency and disaster plans. Works in a safe and healthy manner to prevent injury or illness. Practices hand hygiene and National Patient Safety Goals at all times. Encourages other team members to do the same.
12. Demonstrate best judgment, problem-solving, and decision-making skills in the best interest of the patient/customer/organization. Analyze situations, assess risks and benefits of alternative approaches, and act accordingly.

13. Use technical skills and job knowledge to perform essential tasks in an efficient and effective manner. Is responsible for maintaining and upgrading own knowledge, skills and abilities.
14. Present a professional appearance, demeanor and behavior at all times reflecting a positive image of the Hospital.
15. Perform other related duties as requested.

**APPROVALS:**

DEPARTMENT: \_\_\_\_\_ DATE: \_\_\_\_\_

HUMAN RESOURCES: \_\_\_\_\_ DATE: \_\_\_\_\_

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.