



Sleep Technology: JOB DESCRIPTION

2510 North Frontage Road, Darien, IL

www.aastweb.org

Patient Coordinator – February 2014

Position Summary

The patient coordinator provides services for all sleep center patients in order to improve coordination of care and testing and increase treatment compliance in an effort to maximize the overall patient care experience. The coordinator makes patient contact starting with generation of the referral and managing the entire patient experience through to its conclusion. Management of the patient experience is defined as a “partnership” type relationship that assists patient understanding of the testing procedure, insurance requirements (copays, coinsurances, etc.), follow up requirements and treatment with the goal of increasing patient compliance and satisfaction.

Job Responsibilities

- Follows up with patients that are scheduled and do not show with the goal of successfully coordinating sleep related testing and treatment and timely follow up.
- Obtains pre-certification and/or pre-authorization for all sleep testing where applicable.
- Contacts each patient at timed intervals before and after testing to evaluate the patient experience and provide guidance throughout the treatment process with the goal of increasing patient satisfaction and compliance.
- Coordinates treatment equipment delivery between the patient and their home care company. Acts as a liaison between the patient, home care company and sleep center to ensure continuity of care.
- Facilitates use and maintenance of all treatment equipment and triages all home care related questions and needs to the appropriate entity (physician, sleep center, home care company).
- Tracks scoring and interpretation progress to be sure that studies are interpreted in a timely manner as defined by QA indicator. Follows up as necessary.
- Ensures that the referring physician receives interpreted study results in a timely manner as defined by QA indicator.

Education and Credentials

- High school graduate or GED
- Associate’s degree in a healthcare related field preferred
- Minimum 1 year experience working in a health facility with patient contact

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to stand; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and talk or hear. The employee is occasionally required to walk; sit; and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those 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. In the performance of this job, the employee may be exposed to chemical vapors such as cleaning and disinfecting solutions. There may also be skin contact with these substances. The employee may also be exposed to infectious agents including blood borne pathogens.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.
