



Center for Hearing and Communication - Patient Care Coordinator (PCC)

Department: Audiology

Report to: Director of Audiology

Classification: Non-Exempt

Review: 90 days/Annually

The Patient Care Coordinator (PCC) is the primary point of contact and communication for patients in our office. The PCC will greet patients, introduce them to the attending provider, coordinate treatment services, and nurture the patient relationship. Must be a strong communicator with a passion for providing excellent customer service and strong aptitude for sales. The PCC's objective is to make patients feel welcome and comfortable and to provide the ultimate patient experience to every patient that visits our office.

Primary Responsibilities [Included, but not limited to] –

Patients/Clients

- Greet patients in a timely, professional and engaging manner
- Introduce new patients to the appropriate provider
- Provide patient consultations and communicate information about recommended treatments
- Discuss cost of service, insurance coverage, and payment options with patients
- Build lasting relationships with patients by contacting them to follow up on visits and to encourage patient retention
- Work as team player to ensure each customer receives the best possible service

Products

- Track repairs, new orders, and complete necessary paperwork for all hearing aids and earmolds, as well as other assistive devices

Patient Charts

- Make appointments for clients
- Pull charts/confirm next day appointments
- Verify repairs/new orders for next day appointments
- Verify appropriate paperwork/notes are in order for each patient seen

Additional Responsibilities [Included, but not limited to] –

- Utilize a database management system (e.g., Sycle.net) to enter and track patient information
- Track all equipment calibration and maintenance schedule
- Order supplies (e.g., batteries) as requested by Audiologist.
- Maintain sufficient packing materials (e.g., FedEx, UPS bags, shipping labels, boxes).
- Assist and notify Audiologist(s) of Fax Referral Recommendations.

- Provide communications support (e.g., faxes, emails, phone calls).
- Support Florida Telecommunications Relay, Inc. (FTRI), as needed.

Qualifications –

- Ability to quickly learn new procedures and processes.
- Excellent interpersonal skills that allow effective working relationships with a diverse patient, colleagues, and vendor populations. This includes listening and problem solving skills.
- Ability to positively and proactively handle patient concerns in a fast-paced environment.
- Enjoys working with large senior population.
- Good computer skills.
- Must be able to organize time and prioritize numerous duties within deadlines.
- Must be detailed oriented
- English required. American Sign Language, Spanish, and/or Creole, a plus.

Center for Hearing and Communication – FL: The Center for Hearing and Communication provides life-affirming hearing healthcare and is committed to improving the quality of life for children and adults with all degrees of hearing loss and listening and auditory challenges.

About Strategic Philanthropy:

Strategic Philanthropy, Inc. a south Florida based company, was founded on the belief that effective corporate giving can be so much more than simply writing a check to charities and nonprofits who ask for your help or involvement. It is our belief that when a company aligns its charitable giving with a strategic approach and measurable outcomes, the power of giving enhances a company's brand, image and strengthens the relationships and partnerships within the community.

In short, Strategic Philanthropy gets hired by companies to give away their money to nonprofits that meet a company's business goals and objectives. As you can imagine, we have many relationships with the nonprofits in our community. We value all of the programs and services they have to offer and work with them to help promote positions that are available within their organization so that they may find the best talent possible.

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