

**SCHOOL OF NURSING  
UNIVERSITY OF ALABAMA AT BIRMINGHAM**

**Position Description**

**Patient Services Coordinator II – PATH Clinic**

**Part-Time 20 hours/week**

**(Clinic days are Tues. and Thurs. at 8 hours/day; Wed. at 4 hours/day)**

**UAB Job Site Number # T223517**

**SUMMARY:**

Under general supervision, and according to established policies and procedures, responsible for coordinating and/or administering certain clinical and patient services and for performing administrative duties in support of health practitioners for the PATH clinic. Responsible for the conduct of patient scheduling. Answers patient and patient family inquiries verbally or in writing. Work may consist of maintaining clinic databases, records, and files, gathering and interpreting data to construct detailed reports and assisting in monitoring clinic budgets. Interfaces professionally with outside resources including patients, students, faculty, and other professionals. Discretion with knowledge of HIPAA policies and procedures is fundamental for this role. Bilingual proficiency in Spanish and English is strongly preferred to better serve our patient population. This person directly supports the Clinic, Program Directors and Lead Nurse Practitioner.

**RESPONSIBILITIES:**

1. Acts in a caring and courteous manner toward all in the following ways: uses positive interpersonal skills to address concerns of patients, other staff, faculty and guests; provides assistance in a timely manner, references appropriate procedures in a calm and courteous manner; acts professionally and confidentially with respect to all.
2. Receives and screens incoming telephone calls and makes reminder calls to patients about appointment day and time.
3. Greets and registers patients. Assists with patient sign in and ensures paperwork is complete. Updates patient information. Handles all patient-related issues as directed by supervisors and in accordance with all HIPAA regulations.
4. Ensures patients are scheduled for follow up appointments.
5. Utilizes language line or bilingual proficiency to communicate with Spanish-speaking patients.
6. Maintains current knowledge of program policies, procedures and regulations, and provides information and assistance as needed to facilitate the daily operations of the clinic. Enters patient charges, prepares, and submits bills as needed.
7. Maintains patient databases and records, enters data, prepares forms, correspondence and generates statistical and informational reports as directed.
8. May include gathering information by researching material or contacting appropriate

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- individuals(s) for needed information. Ensures HIPAA compliance of medical records management.
9. Provides customer service, which may include answering questions or providing specific information, compiling data, accepting payment, disbursing money or providing specialized assistance.
  10. Maintains stock of printed forms, handouts and labels used in clinic operations.
  11. Collects patient satisfaction surveys and is responsible for data entry into Excel spreadsheets or other computer software on a daily basis.
  12. Inventories supplies and equipment for the clinic. Maintains records of supplies on hand and ordered. Schedules use and maintenance of clinic's equipment.
  13. Performs other related duties as directed to support the missions of the School of Nursing.

### **QUALIFICATIONS:**

This position requires a Bachelor's degree in health related field and one year of progressively responsible clinic/office support experience. An equivalent combination of related education and/or experience can substitute for degree requirement. Outpatient clinic experience strongly preferred. This position requires demonstrated knowledge of PC applications, software, Excel. Individual must adhere to HIPAA regulations and guideline. Bilingual proficiency in Spanish preferred but not required.

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