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Patient Care Coordinator (RN or LPN)

Ensures that all aspects of the front office are in compliance with the standards set forth by the organization pertaining to efficiency, quality care and service. Meets patients with compassion and professionalism by phone and front desk through reception responsibilities and offers support in patient care and coordinates case management efforts. Will provide medical information by phone and text, in addition to offering in-person medical care and recommendations. This is a full-time position that will serve in both Macon and Warner Robins.

Main Patient Care Coordinator Responsibilities:

- Oversees clinic front office operations
- Keeps the reception area and waiting room clean and tidy
- Schedules pregnancy verification and STI medical appointments based on patient circumstances in compliance with medical policies and procedures
- Greets patients and visitors promptly
- Answers phones adhering to the guidelines in place and fields inquiries via email, text, and other communication platforms used for patient care so that patients are served effectively in a timely manner
- Ensures that patient charts are in order (notes are signed, documents are scanned correctly, etc...)
- Assists with medical administration and follow-up efforts so that appropriate medical and advocate care is provided
- Ensures all the applicable intake paperwork is completed by the patient prior to being seen
- Works alongside leadership to administrate the patient schedule based on staff schedules and clinic needs.
- Executes case management efforts
- Assists with the administration and gathering of statistical data and patient satisfaction survey results for reporting patient impact
- Helps with completing routine nursing tasks as needed, including reporting results to patients, specimen shipping preparation, and prescription management
- Assists with compliance administration, including the management of daily clinic logs
- Serves as a Registered Staff Nurse
- Conducts medical virtual visits by phone and video

Education/Experience:

- Registered Nurse (RN) or Licensed Practical Nurse (LPN) required
- Experience in case management, nurse management, or front office administration strongly preferred

Qualifications:

- Desire to work within a Christian ministry setting
- Passion for this work and a “whatever it takes” attitude to see it advance
- A “team mindset” to contribute to and benefit from working together in order to fulfill the mission
- Strong interpersonal skills (highly effective in working with people in a caring, gentle, and motivational manner)
- Ability to take initiative, be proactive, and problem solve quickly
- Ability to work independently and with light supervision

Please Submit Cover Letter and Resume To:
info@caringsolutionspc.com