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**Coastal Medical Position Description**

**Company:** Coastal Medical Physicians

**Title:** Clinical Support Associate

**Reports To:** Director of Population Health

**Supervises:** None.Required to organize/lead teams and work collaboratively with others.

**Job Summary:** Assists Primary Care Clinicians and practices to deliver high-quality patient care, and provides support for the integration of new technology to improve the patient experience, including remote patient monitoring.

**Essential Functions of the Position (***Illustrative Examples Included***)**

* Responsible for patient outreach, scheduling appointments and triaging care needs for patients identified through phone, text, or portal communications
* Coordinates the triage of complex care transition needs related to physician transitions to ensure continuity of care for all patients
* Responds promptly and professionally to incoming patient inquiries in person, by telephone, portal message or by email
* Documents patient interactions when necessary, compiling documents and triaging messages to the appropriate clinical team or provider
* Provides simple and clear responses to patient questions and verifies for patient understanding and acceptance
* Establishes and maintains good rapport with patients and works to anticipate their possible needs
* Teaches patients to use new technology including, but not limited to, remote patient monitoring devices and platforms
* Works collaboratively on an interdisciplinary team to provide exceptional quality and experience of care for patients
* Maintains an updated knowledge of the organization's products, services, and customer service policies
* Assists the Clinical Transformation Project Administrator as necessary
* Attends meetings/workshops as they relate to current position and stays up to date with current information and department/office workflows by checking EMR messages and company email on a consistent basis
* Complies with federal and local confidentiality laws, including HIPAA, ensuring patient privacy
* Adheres to Coastal Medical guidelines and policies for protecting patients’ demographic, clinical and financial information
* Performs other job-related duties as assigned

**Education and Experience**

* High School Diploma or equivalent
* At least 2 years of prior experience working in a medical support position/setting (MA, MS, PSR, etc.)
* Any combination of education and experience that is substantially equivalent is also acceptable

**Knowledge, Skills, and Ability**

* Ability to show care and compassion when supporting patients
* Ability to collaborate with colleagues and teammates as necessary to ensure quality work
* Ability to organize, prioritize and schedule work assignments
* Ability to organize work and operate under pressure with the skills to think critically and problem solve
* Ability to be flexible and receptive to change, while learning quickly and retaining new information
* Ability to maintain professionalism and provide superior customer service to all
* Excellent interpersonal and communication skills (both verbal and written) with the capability to effectively communicate with employees, patients, providers, insurance companies, etc.
* Ability to work both on a team and independently, with the capability to self-direct
* Ability to use technology with proficiency in electronic medical record (EMR) platforms and Microsoft Office applications such as: Outlook, Excel, and Word
* Ability to take initiative, organize, prioritize, and follow through with work assignments assuring fulfillment of plans and goals

**Physical Requirements**

* This role works primarily in a hybrid capacity and has daily communications through virtual meetings. Some time in the office will be required.
* Prolonged periods of sitting at a desk or standing while using a computer
* Work and move among all departments of Coastal Medical group
* Excellent hand/eye coordination
* Lift up to 15 pounds
* Manual dexterity to operate a personal computer or laptop as well as standard office machines and equipment as it pertains to one’s position
* State-wide travel and operation of personal motor vehicle
  + Must have a valid driver’s license, clear driving record, and proof of auto insurance

**Visual Acuity, Hearing, and Speaking**

* Capability to transfer information from original source to paper, computer, telephone and in person

*\*This position description does not list all duties of the position. The employee may be asked by his or her supervisor, manager, or director to perform other duties. The employee will be evaluated in part based on the performance of the tasks contained herein.*

**Signatures**

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.*

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Please Print)

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*June 2023*