



## **Job Description Patient Service Coordinator**

Pulmonary and Critical Care Associates of Baltimore, P.A. has an immediate opening for a Patient Service Coordinator in our Towson office.

### **Summary of essential job functions:**

- Answer telephone in a professional manner within the third ring, triage to the appropriate party and take complete messages as applicable.
- At the physician's direction, place prescription refills with pharmacy and document each call.
- Telephone patients and/or family members (if patient authorizes) to obtain accurate pre-registration information and to confirm appointments.
- Instruct patient (or designated representative) to sign appropriate state mandated forms.
- Answer financial questions or refer financial questions to business office.
- Collect co-pays and copy insurance cards.
- Make certain patient has appropriate referral.
- Obtain and/or verify patient's demographic and insurance information by telephone or in person when appointments are made.
- Schedule appointments, consultations, sleep studies, testing and radiology.
- Relay information to patients regarding preparation for laboratory and radiology testing.
- Coordinate visits within PCCAB and/or other facilities.
- On a daily basis, print, correct, collate and send out dictation as necessary.
- Carry out routine duties and responsibilities with supervision.
- Make decisions and establish work priorities on procedure oriented operations
- Exchange routine information in a timely and professional manner.

### **Minimum requirements:**

- High School Diploma or GED
- One year medical related work experience
- Knowledge of medical insurance coverage
- Basic computer skills
- Medical terminology preferred

**PCCAB offers a full benefit package.  
Fax your resume to Lynn Ward at 410-902-8247  
or e-mail to [lward@pccabpa.com](mailto:lward@pccabpa.com)**