



## **PATIENT SERVICES COORDINATORS (PSC)**

### **POSITION SUMMARY-OVERVIEW**

The National Health Insurance Board (NHIB) Patient Service Coordinator (PSC) primary role is to assist the Nurse Case Managers. The Patient Service Coordinator must be familiar with health insurance and general office procedures. The PSC must have the ability to record and input data accurately into electronic records and must be detail-oriented with good interpersonal and customer service skills. The PSC must be able to assist and or direct patients with questions and inquiries. Works under the daily supervision of the Senior Patient Services Coordinator and facilitates the smooth processing of services required by clients referred overseas for care; to accurately and efficiently manage information and records generated and assist in responding to patient inquiries.

### **SPECIFIC TASKS OR DUTIES**

- Accurate updating/maintaining patient records
  - Obtains current information on established and new patients
  - Create patient folder and referral in PCM as well as print and sign LOGs.
  - Assists patients with completion of paperwork
  - Verifies eligibility for routine and emergency transfers
  - Attaches patient referrals & agreements to respective records
  - Jointly complete episode encounter and weekly report with nurse case managers
- Schedules appointments
  - Identify and verify patient by Name, NHIP #, DOB
  - Schedules and re-schedules appointments as directed by Clinical Services Manager/Nurse Case Manager
  - Verifies attendance and makes the appropriate notation in the clients record
  - Logs all upcoming appointments on appointment calendar
  - Contacts, report and document 'no shows'
- Organize local medical transportation
  - Organize and coordinate local inter-hospital and inter-island transfers
  - Log tickets issued for all commercial flight and charter request and dispatches
  - Prepare weekly reports on local transport activity using template provided
- Local referrals
  - Coordinate local interisland referrals
  - Track, collate and attach all local referrals to member records
- Preparation patient subsistence
- General Customer Service and Patient inquiries
  - Answer office telephone/mobile unit in a timely and polite manner
  - Communicate with customers in a courteous, professional, cooperative and mature manner
  - Recognizes and responds appropriately to contentious situations
  - Provide clients and family members with information about the logistics of their referrals. This includes appointment schedules, transportation arrangements, relevant NHIP policies and entitlements while abroad.
  - Calculate necessary subsistence and prepare subsistence for all patients.
- Protect and observe patient confidentiality
- To scan information into electronic records
  - Categorizes, dates, and labels loose medical documents
  - Scans loose medical documents as per protocol
  - Accurately imports documents into patients record as needed
- Adheres to all safety procedures and informs management of any unsafe conditions.

- Prepare all necessary documentation to facilitate routine and emergency patient transfers.
- Attends meetings and training as requested.
- Any other duty deemed appropriate and consistent with the position, professional qualification and skill set as directed by the Clinical Services Manager or other Department Head

#### **REQUIRED EDUCATION/EXPERIENCE**

- College degree (Associates Degree or Higher) preferably in a health-related field
- Two (2) years' work experience in office setting preferably medical office.
- Health related certification, (BLS, Medical Tourism, Basic Health Insurance or related)
- Customer service certification
- Proficient in the use of Microsoft Office Suite (Word, Excel, Power Point etc.)
- Good problem-solving skills
- Good customer service skills
- Excellent team player with team building skills.
- Good written, oral, interpersonal, communication and customer services skills
- Ability to deliver to strict deadlines and work under pressure.
- Proficient at handling multiple tasks at one time
- Ability to maintain professional demeanor at all times.
- Ability to maintain strict confidentiality

**Salary:** \$36,000.00 per annum not including On-Call Allowance

For more information on these vacancies, please visit our website at [www.tcinhip.tc](http://www.tcinhip.tc) All Applications should be emailed to: [recruitment@tcinhip.tc](mailto:recruitment@tcinhip.tc) We would like to thank all applicants for their interest. However, **only those who are selected for an interview will be contacted.** Applicants who applied for any of the above listed positions do not have to reapply. Qualified Belongers may also submit a copy of their applications to the Commissioner of Labour & Immigration Board after submitting applications to the National Health Insurance Board Human Resource department.

**Deadline for submission is 11 November 2023**