NVIH POSITION DESCRIPTION

MEDICAL COORDINATOR

<table>
<thead>
<tr>
<th>CLASSIFICATION</th>
<th>FLSA STATUS</th>
<th>DEPARTMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full-Time when combined</td>
<td>Non-Exempt</td>
<td>Medical</td>
</tr>
<tr>
<td>Other Responsibilities</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DATE OF LAST REVIEW/REVISION</th>
<th>ASSIGNED SITE</th>
<th>REPORTS TO</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 2013</td>
<td>Chico/Woodland/Willows/CHC</td>
<td>Medical Director</td>
</tr>
<tr>
<td></td>
<td></td>
<td>SUPERVISES</td>
</tr>
<tr>
<td></td>
<td></td>
<td>None</td>
</tr>
</tbody>
</table>

**POSITION SUMMARY:** Under direction of the Medical Director the Medical Coordinator oversees the day-to-day operations of the Medical Clinics at each of our sites. The Medical Coordinator will manage the providers’ schedules (patient appointment, PTO); will support the Medical Director in the operations and administration of the staff as pertains to such activities as: Paychex, CE units, PTO approvals and replacements, etc. and perform other administrative tasks supporting the Medical Director. The Medical Coordinator will provide support in patient care medical assisting coverage as needed.

**ESSENTIAL JOB FUNCTIONS:** Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills, and other characteristics. The list that follows is not intended as a comprehensive list, but rather to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.

1. Plan and strategize with the Medical Director to implement programs/actions supporting NVIH Mission and the achievement of strategic plan for long and short range goals.
2. Coordinates, directs, and provides patient care orientation and ongoing education for medical staff.
3. Maintain the provider work schedule relating to PTO, flex days working closely with the site managers to insure efficient smooth appointment book scheduling and clinical operations.
4. Monitors and maintains records with designated software of CE units, CPR and other licensing required classes and units in coordination with HR and approval of payroll time sheets for medical staff.
5. Monitors patient visit data from each site compiling appropriate reports for Medical Director and Executive Director to assist in management and evaluation of department revenue.
6. Assist the Medical Director in editing and maintaining files of ALL forms for the use of patient care. These files will be uniform for each site in PDF format and will include, but not limited to, consent forms, health history and others. Forms will be in English and Spanish.
7. Supports Medical Director with his/her appointment schedule (staff meetings, patient care, committee meetings, etc.)
8. Assist the Medical Director with email correspondence, phone calls and business contacts.
10. Be familiar with Medical Budget and support Medical Director in periodic analysis.
11. Help prepare agenda for and take minutes at the monthly Medical Staff meetings.
12. Ensure that the daily patient sheets are accurate, submitted in a timely manner and accurately processed at billing department.
ESSENTIAL JOB FUNCTIONS CONTINUED:

13. Coordinate and facilitate the peer review process of providers.
14. Participate in agency committee meetings as assigned.
15. Support with administration of periodic trainings for staff i.e. EHR software, customer service and relations, new materials and techniques.
16. Work closely with Medical Director to write grants in support of programs.
17. Insure that continuous quality improvement and quality control are conducted according to the Continuous Quality Improvement Program.
18. Exhibits a high degree of courtesy, tact, and poise when interacting with patients, employees, and other healthcare professionals.
19. Aid in ongoing review and revision of the Medical Policies and Procedures.
20. Provide support in patient care medical assisting duties as needed.
21. Other duties as assigned.
22. Assist in evaluating complaints and concerns from patients or staff.

All NVIH employees are expected to:

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the NVIH’s policies and procedures as they may from time to time be updated.

EDUCATION, EXPERIENCE, SKILLS, CERTIFICATIONS, AND LICENSES:

1. A minimum of five (5) years of experience in health care related field. Must be proficient in medical terminology.
2. Must be proficient in EHR software.
3. Ability to become CPR certified.
4. Must have reliable transportation.
5. Demonstrated competence in reacting to and handling emergencies.
6. Able to work collaboratively with multiple health professionals in a busy and complex environment using tact, and diplomacy.
7. Ability to understand and adhere to established policies, procedures, protocols, and the ability to make timely and sound decisions.
8. Ability to operate with proficiency, the computer packages in use at NVIH.
9. Commitment to excellence, high standards, and strong interpersonal skills.
10. Excellent written and oral communication skills, strong organizational problem-solving and analytical skills.
11. Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm as an innovative team player.
12. Acute attention to detail.
13. This position requires an awareness and keen appreciation of American Indian traditions, customs, and socioeconomic needs and the ability at all times to meet and deal effectively in contact with Indian health organizations which require tact, courtesy, discretion, resourcefulness, and good judgment in handling functions of a sensitive nature.
14. Indian Preference: Preference in filling vacancies will be given to qualified Indian candidates, in accordance with the Indian Preference Act (Title 25, U.S. Code, Section 472 and 473). In other than the above, NVIH is an equal opportunity, affirmative action employer, and does not
discriminate in employment decisions based on race, color, religion, gender, national origin, age disability, or sexual orientation.

**MATERIAL AND EQUIPMENT USED:**

- Computer
- E-Mail
- Telephone
- Voice Mail
- Fax Machine

**PHYSICAL ACTIVITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS:**

a. **Sitting / Mobility:** Approximately 70% of time is spent working at a desk. Balance of time (approximately 30%) is spent moving around work areas.

b. **Communication:** Ability to effectively communicate with co-workers, Board members, members of outside agencies, in person, by telephone, and by email.

c. **Vision:** Ability to effectively use a computer screen and interpret printed materials, memos, and other appropriate paperwork.

d. **Lifting / Carrying:** Ability to occasionally lift and/or move objects weighing no more than 25 pounds.

e. **Stooping / Kneeling:** Ability to access files/stock supplies in low cabinets and shelves.

f. **Reaching / Handling:** Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment, and supplies.

**IMPORTANT DISCLAIMER NOTICE**

*The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.*

**ACKNOWLEDGEMENT:** I have received and reviewed a copy of the Medical Coordinator job description. I understand that this position description is not a contract of employment and in no way changes the at-will nature of my employment relationship with Northern Valley Indian Health, under which either NVIH or I may terminate the employment relationship at any time, for any reason, with or without cause or notice.