



Job Title: Patient Care Coordinator

Reports to: Office Manager

Job Status: Full Time

Company Overview: Complete Hearing & Balance is dedicated to providing comprehensive audiology services to improve the quality of life for our patients. We specialize in diagnosing and treating hearing and balance disorders with personalized care and advanced technology.

Job Summary: The Patient Care Coordinator is responsible for ensuring a seamless patient experience at Complete Hearing & Balance. This role involves coordinating patient care, managing appointments, and supporting audiologists and other healthcare providers. The coordinator will also oversee administrative tasks and ensure compliance with industry regulations.

Key Responsibilities:

- Check-in patients and ensure all necessary forms and information are collected.
- Answer phones and handle inquiries regarding hearing and balance services.
- Explain insurance options related to audiology services and verify accepted plans.
- Make reminder calls to patients for appointments, including hearing aid fittings and balance assessments.
- Schedule hearing aid maintenance appointments as assigned.
- Follow up on new patient referrals.
- Triage phone calls to ensure patients are directed to the appropriate staff member.
- Operate the front desk with minimal supervision, ensuring a welcoming environment.
- Navigate and understand patient charts independently.
- Ensure accurate scheduling, including new patient paperwork, referrals, and insurance requirements.
- Prepare schedules for the following day, ensuring all audiological equipment and rooms are ready.
- Create and print contracts and invoices, and handle collections.
- Complete assigned tasks, follow up on overdue tasks and document accordingly.
- Maintain the cash box and log transactions accurately.
- Process check payments and maintain accurate logs related to audiology services.
- Perform opening and closing office procedures.
- Must always protect patient and clinic privacy.

Additional Functions:

- Open incoming packages and manage distribution of audiological supplies.
- Monitor the info@ email account as needed.



- Conduct 48-hour follow-up calls to ensure patient satisfaction with hearing and balance services.
- Perform all tasks related to DearDoc, referrals, and OtoScan processes.
- Gain knowledge of hearing aids and balance equipment.
- Troubleshoot hearing aids with supervision from an Au.D. for patients as needed.
- Manage hearing aid drop-offs and returns and document accordingly.
- Must adhere to all company policies and procedures.
- Complete all assigned trainings.
- Perform other duties as assigned.

Qualifications:

- High school diploma or equivalent required; associate degree or higher preferred.
- Previous experience in an audiology or healthcare setting is highly desirable.
- Strong customer service and communication skills.
- Ability to handle multiple tasks and prioritize effectively.
- Proficiency with office software and patient management systems.
- Knowledge of HIPAA regulations and medical office procedures related to audiology.
- Must have a valid driver's license.
- Must have reliable transportation and the ability to change locations if staffing needs arise.

Skills:

- Excellent organizational and time management skills.
- Strong attention to detail and accuracy.
- Ability to work independently and as part of a team.
- Proficient in using electronic health records and scheduling systems.
- Ability to maintain confidentiality and handle sensitive information.

Working Conditions:

- This position requires frequent interaction with patients and healthcare providers specializing in audiology.
- Must be able to work in a fast-paced environment and manage stress effectively.
- May require occasional lifting of materials or equipment up to 50 pounds related to audiology care or office operations.

Application Process: Interested candidates should complete an application along with a resume and cover letter that can be found at <https://completehearing.com/careers/> Please include any relevant certifications or training related to audiology.