



## **JOB DESCRIPTION: Patient Services Coordinator**

### **General Description**

The Patient Services Coordinator contributes technical and clinical assistance as needed for patient services for dialysis and kidney transplant patients and facilities.

### **Qualifications**

1. Master's in social work with at least 3-5 years of experience in outpatient hemodialysis preferred.
2. Knowledgeable in Medicare, insurance, and the resources available to kidney patients
3. Excellent verbal and written communication skills
4. Strong interpersonal skills
5. Good computer skills with proficiency in Microsoft Office

### **Duties**

Assist the Patient Services Director with the following responsibilities.

1. Receive and respond to calls from patients and facilities. Every effort will be made to close contacts on the same day; however, any remaining contacts will be reported off to the Patient Services Director prior to leaving to allow for necessary follow-up.
2. Any calls concerning involuntary discharge will be processed in close communication with the Patient Services Director (PSD) or Quality Improvement Director (QID).
3. Assist with patient-centered projects as directed by the PSD or QID.
4. Assist the PSD in compiling and preparing patient educational materials.
5. Assist in the development of educational programs, as requested.
6. Contributes to Midwest Kidney Network goals and objectives.
7. Other duties as assigned.

### **Organizational Relationships**

1. Reports to the Quality Improvement Director.
2. Works closely with the Patient Services Director and other Midwest Kidney Network staff as needed.