Assistant Care Coordinator

The bilingual (English & Spanish) Assistant Care Coordinator reports to the Senior Care Coordinator/Provider Liaison and works in collaboration with the clinics' primary care providers, specialty providers, and community resources to help provide high quality continuity of care to the patients of the Good Samaritan Health Centers Gwinnett. Major duties include:

1. Coordinate care between our healthcare team and hospital/clinic referral partners.
2. Educate patients about specific medical procedures and expectations.
3. Have a thorough understanding of the expectations of and required documents by each of our referral partners.
4. Ensure prompt delivery of referral forms and corresponding clinical notes/results to appropriate specialist.
5. Facilitate access to specialists and hospital services by assisting patients with eligibility and financial aid applications.
    a. Inform patients about applicable referral requirements and provide assistance as needed from beginning to end.
    b. Update primary care providers about eligibility status, including scheduling.
6. Work with patients, hospitals, and all available community resources to remove barriers that might interfere with patient access to necessary care.
7. Monitor adherence to care plans designed by the primary and specialty provider by following up with patients and documenting their progress.
8. Communicate clinical results with patients as requested by their providers.
9. Monitor and follow-up with high acuity patients as requested by the primary care provider.
10. Communicate with volunteer providers to receive feedback and recommendations on patient encounters/labs/imaging.
    a. Follow-up with the patient and their primary care provider about any recommendations given by the specialists.
    b. Manage specialist's schedule.
    c. Keep record of tickler file for future appointments and follow-ups.
11. Manage Medical Record Procedure- Requests and Distribution.
12. Other administrative duties as needed.