



Medical Care Coordinator

Want to join one of South Texas' premier child welfare agencies in "restoring innocence and strengthening families?" The Children's Shelter is waiting for you! Since 1901, The Children's Shelter has touched countless lives and every year, serves over 4,000 children and parents. Become part of a growing team providing high-quality, trauma-informed care for children and families.

The Medical Care Coordinator is responsible for scheduling resident appointments and acting as a liaison between contracted facilities and healthcare providers. For new residents, the MCC is responsible for collecting new patient demographics, records, and consent forms; creating a new patient record in the electronic health record (TIER), and storing patient medical records in residents binder.

Responsibilities Include:

- Manages workload to maintain efficiency and high accuracy in scheduling patients, collecting patient records and consent forms, and creating new patient records in TIER.
- Schedules new and follow-up appointments as required by Texas Minimum Standards, The Children's Shelter, and contracted (Christus Santa Rosa) facilities.
- Maintains and updates patient information to enhance highest quality patient care.
- Serves as liaison between resident, doctors office staff, department administrative staff, school, and contracted services (Christus Santa Rosa).
- Maintains current health records, which includes: documentation to satisfy the requirements of HIPAA and other federal and state privacy laws, including privacy rights, consent(s) to comply with privacy and confidentiality requirements, assessments, communications and records provided by outside providers.
- Assists in completing other work Follows the scheduling decision chart to schedule every patient.
- Regularly reviews patient panels to determine whether follow-up appointments are due.
- Collaborates with Family Tapestry Intake and Placement Specialist to collect complete patient records and consent forms in a timely manner.

Requirements:

- Minimum of 2 years in health care administration field such as medical records, unit clerk, medical assistant or related experience.
- 2-3 years of direct-care experience with residents who exhibit emotional or behaviorally challenging behaviors in a residential, shelter, school, hospital, or community-based setting is required.
- Demonstrated experience providing interventions with residents with severe emotional and behavioral issues.
- Ability to professionally manage multiple child and or programmatic situations while confronted with changing circumstances and deadlines.
- General computer competency including internet for research, Word, and basic Excel
- Ability to review medical records for completion
- Excellent written and verbal communications and strong customer service skills
- Maintain confidential information and comply with all HIPAA standards

The Children's Shelter is an Equal Opportunity Employer committed to a culturally diverse workplace and offering a competitive pay and benefits package.

You can apply on-line by visiting our website www.chshel.org or in person at:

2939 W. Woodlawn Ave.
San Antonio, TX 78228
Monday-Friday 8am-5pm