**JOB DESCRIPTION**

Title: Patient Care Coordinator

Location: Sunnybrook Hospital (confidential)

Industry: Healthcare

Experience: 3 years minimum

Start Date: As soon as possible

**Position Summary:**

The role of the Patient Care Coordinator is to act as primary administrative assistant for two busy plastic and reconstructive surgeons specializing in oncology (breast cancer reconstruction and melanoma care) and trauma reconstruction. The Patient Care Coordinator is responsible for overall patient flow and will act as the central point of contact for patients, clinical staff and administration, ensuring that coordinated care is provided by streamlining multidisciplinary processes. This role also manages administrative responsibilities for the office such as booking ORs and perioperative clinic appointments.

\* This position is specifically intended for in-person work; remote or hybrid work arrangements cannot be accommodated.

**Duties and Responsibilities:**

Manage referrals; coordinate clinic bookings in plastic, melanoma, and breast cancer clinics; schedule and book ORs

Act as primary point of communication for patients throughout preoperative and perioperative processes

Manage the patient EMR (electronic medical records) database including scheduling, managing waitlists and processing referrals

Optimize surgeons' administrative, clinical, and academic calendars by efficiently handling scheduling and managing communication as it pertains to coordinating patient care.

Manage the administrative flow of the office including providing secretarial support, ordering office supplies, booking meeting rooms for teaching, insurance coordination (OHIP and private) and other administration as required

Financial administration including creation of invoices and receipts, collecting payments, account receivable tracking, billing reconciliation and communication with billing agency and accounting firm

Liaise with different hospital departments and external contacts such as WSIB, IFHP, Public Affairs, Media relations and Office of the Patient Experience

Enhance team performance by actively contributing to related tasks and achieving desired outcomes as required.

**Qualifications and Requirements:**

Post-secondary and 3 or more years of patient care coordination experience or equivalent combination of education and experience

Previous experience in a healthcare setting or similar administrative role

Familiarity with medical terminology, health records management, and insurance procedures

Excellent communication skills, both verbal and written, with the ability to interact effectively with patients and healthcare professionals

Strong organizational skills and the ability to handle multiple tasks simultaneously with strong attention to detail

Proficient computer and IT skills, including knowledge of electronic medical records (EMR) systems, Outlook, Word, Excel and PowerPoint. Previous experience with EMR (Accuro) is an asset

Demonstrated empathy, compassion, and patience when dealing with patients and their families.

Outstanding interpersonal skills, thriving in a collaborative team environment.

Ability to demonstrate initiative by taking on tasks and additional responsibilities proactively

Maintain general knowledge of new trends and system by attending educational programs, workshops, research, etc.

**Compensation:**

Salary: $52-55K depending on candidate’s experience

Benefits: standard health, dental, commencing after 6 month probation period

Vacation: 3 weeks per year