

 Oroville Hospital Job Description for Medical Concierge	Department:	Clinic Management
	Dept.#:	7070
	Last Reviewed:	
	Last Updated:	1/1/2011; 11/05/13

Reports To

Reports to Clinic Manager

Job Summary

The Medical Concierge is responsible for identifying and assigning Primary Care Providers for all existing and new patients who do not have a Primary Care Provider. Daily Admissions Reports, Daily Discharge Reports, referrals from Outpatient Episodic Clinics, The Emergency Department as well as general referrals are reviewed taking into consideration the patients History, Diagnosis, demographics or chief complaint and barriers to care. The medical Concierge also schedules and coordinates appointments for Oroville Hospital based Providers, Non Oroville Hospital Providers, Private Practices, specialists and Other Hospitals. All appropriate programs containing patient Medical Record, including electronic and hard copy are accessed to determine the Primary Care Provider or additional needs of patients. The Medical Concierge will coordinate with Case Management and the hospital outpatient clinics. The Medical Concierge will call and reschedule all “no shows” for all the hospital outpatient clinics. Also, tracking and trending the reason for no shows and providing suggestions for improvement.

Duties

- Gathers Data Relevant to the patient Admission, Discharge, Diagnosis, Insurance, Socioeconomic needs and barriers to care.
- Responds to Case Manager Notification that a patient needs a Primary Care Provider identified so an appointment can be made at the time of discharge. Notifications include email, fax or telephone calls made to the Medical Concierge.
- Contacts Patients, based on the details provided from the Case Management Team, that were discharged without follow up appointments. If the patients cannot be reached, a call to their identified Primary Care Provider will be placed and an appointment will be scheduled. If patients are identified as having no Primary Care Provider and were discharged without an appointment, all efforts will be made to contact the patient.
- Contacts patients within 3-5 days of discharge to follow up on appointments and inquire as to how the patient is doing since being discharged. Comments are noted and any questions or concerns the patients may have are answered within the scope of the Medical Concierge Guidelines or are referred to the appropriate person including Charge Nurses and Physicians.

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- Updates the Hospital Medical Record in the AS400 for Patients who have an identifiable Primary Care Provider that has received care with in the past year. This can be done by patient medical record, contacting the Provider, contacting the patient and/or emergency contact. This will help to ensure Inpatient notifications, results and reports are routed to the correct provider(s).
- Patient's identification is verified by confirming their Date of Birth (DOB).
- Documents all pertinent information regarding the patient in the electronic health record to ensure the patient's needs or concerns are met.
- Utilizes ICD9 codes and diagnosis, existing or new, referenced against discharge instructions to ensure the recently discharged Inpatient has received their follow up visits and been given the opportunity to make the appointments.
- Contacts Primary Care Providers and communicates patient's needs or concerns that are identified while interviewing the patient. Documents all pertinent information regarding patient in the Electronic Health Record to ensure the patients' needs or concerns are met.
- Gathers Data Relevant to Patients Demographics, and Individual Needs to inquire about assistance the patient might have. This includes reviewing Case Manager Notes, Hospitalists Notes, Nursing Notes, Diagnostic Reports and final Diagnosis. Previous visits and information are also used to determine what patients may need and any barriers they might have in the Outpatient setting.
- Admissions review: Daily the Case Manager Secretaries send the Admissions for the previous day identifying patients that do not have a Primary Care Provider listed in the AS400. An email is returned to the Case Managers Group and the Hospitalists Administrative Assistant confirming the patients that do not have Primary Care Providers and need to be set up at Discharge. This email also includes identifying the patients that have been updated in the AS400 to reflect the correct Primary Care Provider.
- Assist requesting parties in researching and determining Primary Care Physician for patients who reside in Skilled Nursing Facilities or other Institutions.
- Other Duties that may take place to assist in continuity of care
 - Confirms Patients preferred Pharmacy
 - Confirms Care Taker, Spouse or identifies who is helping the patient at home
 - Schedules appointments with accurate patient information, providing detail of the reason for the visit and Discharge Information that may be needed for the follow up visit
 - Confirms the patient has received their medications or DME after discharge
 - Verifies means for Transportation to follow up appointments
 - Verifies with other providers the patient is an active patient, last date seen and any other information that is needed from the outside provider to assist the patient
 - Confirms appointment schedule and follow-up of missed appointments

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Job Limitations

The Medical Concierge does not provide medical advice, does not answer questions related to diagnosis, medication or hospital stay. If patients identify a problem related to their Inpatient stay or have a question related to their medical care the Case Manager or the House Supervisor is contacted.

Qualifications

- High School graduate or its equivalency
- Understanding of Medical Terminology
- Must have excellent problem solving skills
- Experience in Crisis Intervention and Conflict Resolution
- Know how to identify ICD-9 and CPT using references made available
- Working knowledge of all Hospital Information Systems that contain part of the patients Medical Record including CPRS, WebEMR and AS400
- Must have knowledge of the complex nature of Outpatient Primary Care Providers. This could include 1-2 years as a Medical Assistant or Receptionist in a Clinic or Private Medical Office.
- Must have proven ability to maintain professional conduct and confidentiality in the care of patients
- Must possess Moderate computer skills

Lifting Requirements

The light category requires that an employee be able to lift a maximum of 20 pounds and frequently lift and/or carry objects weighing up to 10 pounds.