

---

**PATIENT COMMUNICATION  
FACILITATOR JOB  
DESCRIPTION SAMPLE**

---

**Classification:** Full-time or Part-time, non-exempt

**Reports to:** Front Office Manager

**Date:**

**JOB DESCRIPTION:**

**Department:** Front Office

**Summary/Objective**

The Patient Communication Facilitator is responsible for ensuring a positive patient experience and practice production through the management of the schedule.

This position carries out responsibilities in the following functional areas: scheduling, appointments, patient benefits counseling, and overseeing internal / external communication with staff and doctors. This is a cross-trainable position that may include additional job responsibilities, such as reception, verification of insurances, billing clerk, etc.

**Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Knows all doctors' schedules so that the Facilitator can expedite filling cancelled or rescheduled appointments
2. Creates and maintains recall lists
3. Propagates statistical analysis spreadsheets:
  - a. Total recalls made
  - b. Number of patients reached
  - c. Attempts made to reach the patient
  - d. Number of appointments scheduled
  - e. Success rate
  - f. Number of patients who have moved out of the area, and whether they wish to remain active
  - g. Number of patients who have switched to another doctor



PATIENT COMMUNICATION  
FACILITATOR JOB  
DESCRIPTION SAMPLE

---

4. Notifies pre-appointed patients at least 4 weeks in advance by email, text and/or phone, sending letters or postcards if necessary
5. Discusses the next day's schedule with the front desk and office manager to determine which patients should/could be double booked
6. Prepares daily schedule with vital patient notes for team huddles

### Secondary Functions

1. Communicates with patients regarding test results
2. Carries out doctor-directed patient communication on any subject
3. Oversees completion of any referral/referred clinical communications (Lasik co-management, specialists, schools, etc.)
4. Helps manage schedule during the day greeting patients, assisting patients with forms, benefits counseling, preparing superbills, verifying insurance, etc.
5. Collects and enters patient demographic and insurance information into the electronic medical record
6. Pulls insurance and scans insurance cards, collects payment
7. Maintains the patient communication system (PT Communicator, Solution Reach, Demand Force, etc.)
8. Performs other incidental and related duties as required and assigned
9. Back up only as necessary for incoming phone and physical reception.

### Performance Factors

1. Attendance and Dependability: The employee can be depended on to report to work at the scheduled time and is seldom absent from work. Employee can be depended upon to complete work in a timely, accurate, and thorough manner and is conscientious, about assignments.
2. Communication and Contact: The employee communicates effectively both verbally and in writing with superiors, colleagues, and individuals inside and outside the company.

PATIENT COMMUNICATION  
FACILITATOR JOB  
DESCRIPTION SAMPLE

---

3. Relationships with Others: The employee works effectively and relates well with others Including superiors, colleagues, and individuals inside and outside the company.
4. Knowledge of what insurance plans the practice accepts: The employee is able to counsel patient on their benefits and answer questions about eligibility, deductibles and coverage.

### Qualifications

1. Must have computer skills and the ability to learn EMR system
2. Ideal candidate will have at least one year's experience in medical reception, answering multi-line phone system and managing the patient schedule
3. Strong ability to multi-task with high degree of accuracy, attention to detail a must
4. Excellent customer service
5. Strong analytical and problem-solving skills
6. Superior verbal and written skills
7. Strong interpersonal skills essential

This document in no way states or implies that these are the only duties to be performed by the employee occupying this position.

### Supervisory Responsibility

This position has no supervisory responsibility.

### Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.



PATIENT COMMUNICATION  
FACILITATOR JOB  
DESCRIPTION SAMPLE

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; and taste or smell. The employee must occasionally lift or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

**Travel**

Little to no travel is expected for this position.

**Signatures**

This job description has been approved by all levels of management:

Manager \_\_\_\_\_

HR \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

