



Participant Flow Coordinator

Job Title: Participant Flow Coordinator

FLSA Classification: Non-Exempt

Department: Clinical

Supervisor: Center Director

Job Summary

Under the supervision of the Center Director, the Participant Flow Coordinator (PFC) is responsible for ensuring streamlined participant flow to the medical clinic and the most efficient scheduling of participants throughout the operational day.

Essential Job Functions

- Utilizing a patient-centered approach, improves the check-in process by escorting participants who have scheduled or unscheduled appointments from the PACE adult day center to the medical clinic.
- Constantly scrubs schedules for appropriate visit types and assists the clinic scheduler to rectify scheduling conflicts, while reducing patient wait time. Optimizes provider schedules, including shifting patients to allow for the smoothest flow possible.
- Utilizing a system of priority access and efficiency, coordinates unplanned clinic visits. Maximizes appointment opportunities with walk-in, SBAR and other visit types and as appointment slots become available.
- Collaborates with the Care Planning Coordinator to ensure that participants receive timely Primary Care Provider (PCP) and RN assessments (initial and bi-annual reassessments).
- Sends coherent clinical messages regarding participant needs to appropriate medical clinic staff.
- Develops and sustains proficiency with the electronic health record system and utilizes office flow tools.
- Instrumental at improving participant satisfaction by ensuring that clinic visits occur at pre-scheduled times and that patient needs are met as much as possible.



- Promotes a positive and collaborative program environment for staff and participants by demonstrating core values of respect, honest/integrity, patient-centeredness, encouragement and quality care.

Qualifications:

- High School Graduate or GED preferred.
- CPR certification required.
- LVN strongly preferred.
- Medically cleared for communicable diseases
- Bilingual desired but not required (Hmong, Laotian, Khmer preferred).
- A minimum of 1 year experience working with physically or mentally impaired older persons.
- Minimum of two (2) year experience working in a clinic setting strongly preferred.

Knowledge, Skills, and Abilities

- Excellent communication and decision making skills.
- Ability to adhere to organizational policies and procedures when performing work duties.
- Computer skills required; ability to navigate Electronic Health Records System.
- Able to effectively prepare and maintain records, write reports, and respond to correspondence.
- Ability to react calmly and effectively in emergency situations.
- Ability to work with ethnically diverse populations.
- Ability to apply creative problem-solving and conflict management skills
- Well organized, dependable, flexible, and resourceful.

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