

**NORTHEAST MONTANA HEALTH SERVICES**  
**JOB DESCRIPTION**  
**PATIENT SERVICE COORDINATOR/SOCIAL SERVICES**

NAME: \_\_\_\_\_

ACCOUNTABLE TO: **VP SR & LONG TERM CARE DIVISION**

**PURPOSE OF YOUR JOB POSITION**

The purpose of your job position is to direct, plan and coordinate several activities of patient services. These services are offered to assist patients/residents and their families in the maintenance and improvement of physical, mental and psycho-social needs. Maintain records and paperwork on Swing Bed charts on a monthly basis. Assists nursing staff as necessary in relations to patients/residents and paperwork. Serves as a Pharmacy Assistant under the supervision of a Registered Pharmacist.

Every effort has been made to make this as complete as possible. However, it in no way states or implies that these are the only duties you will be required to perform. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical job assignment to the position.

**WORKING CONDITIONS**

1. Is subject to frequent interruptions.
2. Is subject to sitting, standing, and lifting throughout the day.
3. Is subject to infectious diseases, waste, and odors, etc.
4. Is subject to hostile and emotionally upset patients, families and visitors.
5. Is willing to work beyond normal working hours.
6. Is subject to falls, injury from equipment, odors, etc.
7. May be required to be placed on an "on-call" status during periods of low census.

**ESSENTIAL EDUCATIONAL REQUIREMENTS**

1. Capable of assessing the social and economic aspects of patient/resident care.
2. Has a working knowledge of skills necessary to provide continuity in coordination of patient care/nursing home care.
3. Possesses skills to interview patients and family.

4. Mental and physical ability to perform duties.
5. Maintain good rapport within inter-departmental personnel.

### **ESSENTIAL JOB FUNCTIONS**

1. Must be able to work flexible hours.
2. Must be able to speak the English language in an understandable manner.
3. Must be able to cope with the mental and emotional stress of the position.
4. Must be able to see and hear or use prosthetics that will enable these senses to function adequately to assure that the requirements of this position can be fully met.
5. Must function independently, have flexibility, personal integrity, and the ability to work effectively with patients/residents, family members, physicians and co-workers.
6. Must be in good general health and demonstrate emotional stability.
7. Must be able to relate to and work with the ill, disabled, elderly, emotionally upset, and at time hostile people within the facility.
8. Must be able to lift a minimum of 25 pounds.
9. Must display ability to maintain absolute confidentiality at all times.

### **MAJOR DUTIES AND RESPONSIBILITIES**

1. Contact providers, facilities and others as necessary to maintain patient charts.
  - a. Assure that admission papers are completed, signed and on chart within 24 hours of admit.
2. Participate in discharge planning, patient/resident care plans and assessments at Faith Lutheran Home and Trinity Hospital/Poplar Community Hospital. Consult with providers, families as necessary referral agencies as required.
  - a. Complete all forms and required documentation in a timely manner.
  - b. Ensure all patient/resident social service needs are met.
  - c. Attend care conferences. Help patients/residents to meet treatment goals.
  - d. Ensure all required paperwork is completed prior to patient/resident discharge.
3. Attempt to assess and plan for the social, psycho-social and emotional needs of the patient/resident/family. Interview patient/resident/families as necessary.

- a. Complete social service assessments in a timely manner.
  - b. Involve patient/resident/family in planning social service programs and keep them informed as is appropriate.
  - c. Familiarize family and patients/residents with Swing Bed/Long Term Care life and routine on admission. Assess patient/resident/family satisfaction with care.
4. Assist with Trinity Hospital/Poplar Community Hospital swing bed admissions.
- a. Follow swing bed policies and procedures for social service duties.
  - b. Attend care conferences.
  - c. Assist resident with discharge or transfer of resident.
  - d. All paperwork completed in a timely manner
5. Keep the patient/resident/family informed of the patient'/resident's rights.
- a. Provide information on Medicaid, Medicare and other financial assistance programs available to the patient/resident – assist as needed. Keep billing department and DNS up to date on status weekly.
  - b. Provide information on all aspects of the Swing Bed/Long Term Care unit.
6. Refer patient/resident/family to appropriate social service agencies when facility does not provide the service. Contact families, physician and referral agencies as required.
- a. Assist in making appointments and arranging transportation as required and appropriate.
  - b. Act as patient/resident advocate. Providing referrals for counseling services or mental health evaluations as the need is assessed.
  - c. Act as liaison to family, community and social service agencies.
7. Assist in arranging transportation to other facilities when necessary.
- a. Contact necessary agencies.
  - b. Make necessary arrangements for transportation – payment of transportation.
8. Complete and document DC planning.
- a. Contact necessary persons to complete the information.
  - b. Do proper documentation for patient's/resident's permanent records according to Federal and State standards.

- c. Keep providers and nursing staff up to date on plans.
9. Assist in obtaining resources from community social health and welfare agencies. Attend community organization meetings.
    - a. Meet the needs of the patient/resident, to community resources as needed necessary.
    - b. Assist patient/resident/family in filling out appropriate Medicaid and SSI forms as needed. Follow up weekly on progress and communicate with billing department and DNS.
  10. For professional and courteous interactions with other departments, Medical Staff, general public and patients/residents. Keep communication open between all levels of personnel, families, public and patients/residents.
    - a. Strong communication skills necessary to communicate clearly and concisely with all levels of personnel, families, public and patients/residents.
    - b. Maintain information concerning medical records as confidential.
  11. Investigating payment sources. Review patient/resident charts for payment source.
    - a. Assist patient/resident and families in filling necessary Medicaid and SSI forms as needed. Document progress in patient record – weekly follow-up with families, payment source and billing department.
  12. Attend appropriate meetings and in-service.
    - a. Attend seminars as necessary to keep undated on changes pertaining to matters relating to department and NEMHS.
  14. Abide by all policies of NEMHS.
    - a. All Personnel Policies
    - b. All OSHA Regulations
    - c. All Corporate Compliance
    - d. All HIPAA
    - e. All Hazcom/Blood Borne Pathogens

I have read the job description and hereby agree to perform the above duties and responsibilities to the best of my ability.

\_\_\_\_\_  
Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date