



<https://medicarenz.com/job/patient-care-coordinator/>

## Patient Care Coordinator

### Description

### Job Description:

We are seeking a dedicated and compassionate **Patient Care Coordinator** to join our healthcare team. The ideal candidate will be responsible for ensuring a smooth patient experience by coordinating medical services, scheduling appointments, managing patient communication, and assisting with care plans. This role serves as a bridge between patients, healthcare providers, and administrative staff to optimize patient satisfaction and quality care.

### Responsibilities

### Key Responsibilities:

#### 1. Patient Coordination & Support

- Serve as the primary point of contact for patients, addressing their concerns and inquiries.
- Guide patients through the healthcare process, including scheduling, referrals, and follow-ups.
- Educate patients on treatment plans, medication instructions, and aftercare procedures.
- Assist in coordinating specialized care and referrals to other healthcare providers.

#### 2. Scheduling & Appointment Management

- Schedule, confirm, and reschedule patient appointments.
- Coordinate with healthcare providers to optimize scheduling and minimize wait times.
- Maintain accurate appointment records and notify patients of upcoming visits.

#### 3. Medical Records & Documentation

- Ensure patient records are accurately maintained and updated.
- Assist in obtaining and processing medical documentation, lab results, and insurance details.
- Ensure compliance with healthcare regulations and patient confidentiality (e.g., HIPAA).

#### 4. Communication & Collaboration

- Liaise between patients, doctors, nurses, and administrative staff to ensure seamless care delivery.
- Communicate test results, treatment plans, and post-care instructions as

### Hiring organization

Medi Care

### Employment Type

Full-time

### Duration of employment

2 Years, Extendable

### Industry

Medi Care Out Source

### Job Location

New Zealand

### Working Hours

9:00 to 18:00

directed by healthcare providers.

- Address patient concerns, resolve issues, and escalate complex cases to the appropriate personnel.

## 5. Insurance & Billing Assistance

- Assist patients with insurance verification, claims, and billing inquiries.
- Work with billing departments to ensure accurate processing of payments and claims.
- Help patients understand their insurance coverage and available payment options.

### Qualifications

### Qualifications & Requirements:

- **Education:** High school diploma or equivalent required; a degree or certification in healthcare administration, medical assisting, or a related field is a plus.
- **Experience:** [Specify required experience, e.g., 1+ years in a healthcare setting, customer service, or patient relations].
- **Skills:**
  - Excellent communication and interpersonal skills.
  - Strong organizational and multitasking abilities.
  - Proficiency in electronic medical records (EMR) systems and office software.
  - Knowledge of medical terminology and healthcare processes.

### Job Benefits

- Competitive salary and benefits package.
- A supportive and professional healthcare environment.
- Opportunities for career growth and development.
- A chance to make a meaningful impact on patient care and satisfaction.

If you have a passion for patient advocacy and healthcare coordination, we encourage you to apply.

### Contacts

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