



JOB DESCRIPTION

Position Title	Patient Intake Coordinator	Department(s)	Dispensary Admin
Direct Report(s)	None	Revision/Approval/Date	1/2/2015
Pay Schedule		Pay Type	Hourly

JOB SUMMARY

The Patient Intake Coordinator is responsible for initial patient orientation, maintaining accurate patient files, and upkeep of patient information. This position is accountable for ensuring patients have a proper state issued registration card, government issued identification, and maintaining an efficient flow of patient traffic and high levels of customer service. Additional duties include: answering phones, responding to patient and/or caregiver inquiries, maintaining a clean and organized work area, and ensuring the facility is kept clean and presentable.

RESPONSIBILITIES

- Ensure all patients and caregivers are quickly welcomed as they enter the facility.
- Maintain awareness of facility surroundings and notify Manager of any suspicious activity.
- Continually provide exceptional customer service to all visitors, answer questions, and provide facility tours as required.
- Obtain proper documentation from each patient and caregiver at every visit ensuring the validity of their identification and registration card.
- Record each visit in visitor log ensuring accuracy and taking notes as required.
- Communicate with Dispensary Agents and Dispensary Manager to ensure efficient patient traffic flow to reduce wait times and ensure consistently high levels of customer satisfaction.
- Record and collaborate with dispensary and transportation agents about pre-orders and deliveries to ensure accuracy and timeliness.
- Respond to patient requests, complaints, or compliment in person, via phone, or by email and requesting supervisor assistance as required.
- Maintain cleanliness and organization of work area and waiting area throughout the day.
- Keep current on all applicable state and local laws to ensure compliance with the State of Nevada Department of Public Health regulations.
- Maintain a basic understanding of the products and service provided by Silver State Relief.
- Educated patients as required on the process of State registration.
- Maintain patient and company records in accordance with State of Nevada laws and regulations.
- Route media calls to appropriate manager – do not comment unless authorized to do so.
- Comply with all Silver State Relief’s policies and procedures and all applicable State laws and regulations.
- May be asked to perform other duties at a lower level or higher level of proficiency or not related to this classification on occasion.

EDUCATION / EXPERIENCE REQUIREMENTS

- High School diploma or GED. Some college preferred.
- 1 year of retail customer service experience required.
- 1 year of retail point of sales (POS) system experience.
- Basic computer skills.



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SKILLS AND ABILITY EXPECTATIONS

- Good organizational and communication skills.
- Excellent customer service/phone skills and flexibility for handling a wide range of activities.
- Computer Experience in point of sale (POS) systems and basic computer skills.
- Multi-line phone system experience.
- Ability to work under pressure, multi-task and prioritize tasks with strict deadlines.
- Demonstrate time and data management skills.
- Using logic and reasoning to offer solutions to problems.

EXPECTATIONS

- Set the example by actively contributing to company goals.
- Clarify expectations and seek additional training as needed.
- Make suggestions for improvement in areas of cost reduction, processes, and productivity.
- Maintain a clean and safe work area.
- Ensure all patients and caregivers are provided the highest level of customer service possible.

PHYSICAL REQUIREMENTS:

- **Temperature: 65 – 75 degree**
- **Humidity: Normal**
- **Other Hazards: None**
- **Percentage of time spent outside: 0%**
- **Protective Clothing Required: NO**
- **Physical Activity:** Sit – 80% Stand - 5% Walk – 10%
 Squat - 1% Bend - 1% Twist - 1% Lift –1%
 Climb -0% Drive - 1
- Reach above shoulder - 2% Other - _%**
- **Maximum consecutive time during the normal workday for each activity:**
 Sit – 8 hrs Stand – 30 min Walk – 15 min Drive – 4 min
 Squat – 5 min Bend – 5 min Twist – 5 min Lift – 5 min
 Reach above shoulder: 15 min Push – 5 min Pull – 5 min

