



JOB DESCRIPTION

JOB TITLE:	Durable Medical Equipment Coordinator
EXEMPT:	No
REPORTS TO:	Director of Clinical Operations

JOB SUMMARY: Under the direct supervision of the Director of Clinical Operations, the Durable Medical Equipment Coordinator will be responsible for managing the day-to-day administrative duties from inventory management, to facilitating insurance authorizations, to providing personalized fittings and education to the patients.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following as well as other duties and responsibilities that may be assigned:

- Assist with patient education on products and basic exercises that can be done safely while wearing the product
- Must be able to provide a high level of product knowledge and educate patients with the equipment they are receiving
- Provide support to the physicians to provide the highest level of care for patients; responsibility to follow physician protocols effectively
- Responsible for managing inventory levels and communicating with internal operations regarding day-to-day services
- Effectively maintain information about all customers/patients
- Delivers and fits orthopedic appliances including bracing, Cold Therapy, home exercises, soft goods, etc. Provide customer service for all patient fittings
- Ensure that all necessary documentation is obtained as it relates to payer requirements, standard operating procedures and compliance programs
- Track, maintain, and order DME products for the locations including inventory and equipment
- Assist the Management Team with managing site profitability
- Actively promote and foster good relations inter-departmentally, and with physicians, clinical and surgery center personnel, external case managers, payers and suppliers
- Answering phone calls in regards to patient service questions
- Thorough knowledge of products and equipment; assist with troubleshooting
- Submit detailed paperwork timely and accurately within Empower
- Manage inventory
- Respond to voice mails, phone, and emails promptly, at least 24 hours courtesy
- Local travel may be required for product delivery and pick-up
- Other duties as assigned by a member of the Management Team

GENERAL RESPONSIBILITIES:

- Maintain/copy/replace all administrative forms and paperwork
- Performs all duties and responsibilities in a customer service, efficient, team-oriented manner
- Establishes and maintains effective channels of communication and a professional relationship with patients, physicians, co-workers, contractors and outside facilities
- Uses office equipment and materials in a safe and acceptable manner, follows established safety procedures, uses appropriate safeguards and observes common sense rules of safety in all on-the-job activities
- Conducts self in manner reflecting credit on the company, and encourages others to do the same
- Ensures the safety of the practice by checking in all vendors and maintain closed lobby doors
- Observes strict patient confidentiality in dealing with patients and patient information

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

- High school diploma or general education degree (GED), two-year college degree, and/or two years office or related experience
- Exercise Science, or Kinesiology background preferred
- One-plus years of Durable Medical Equipment experience in the medical field and/or a customer service oriented environment preferred
- Experience in a sales environment preferred

LANGUAGE SKILLS:

- Ability to read and comprehend simple instructions, short correspondence and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to physicians, patients, vendors, management, and other employees

MATHEMATICAL SKILLS:

- Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions and decimals

REASONING ABILITY:

- Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations

OTHER SKILLS AND ABILITIES:

- Must be proficient in using technology and software applications
- Must be well organized and possess excellent telephone communication skills
- Must be detail oriented, conscientious and able to follow through
- Medical terminology or training preferred
- Working knowledge of efficient filing systems, office machines and equipment
- Must be able to adjust tasks in accordance with changing deadlines, emergency calls and priorities
- Must be able to complete tasks and meet deadlines
- Valid driver's license and automobile insurance required

PHYSICAL DEMANDS: physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to talk or hear.
- Employee is regularly required to use hands and fingers for typing and filing. The employee is frequently required to reach with hands and arms and occasionally required to stand, walk, stoop, kneel, crouch or crawl
- Employee may lift up to 50lbs; stand and carry items that weigh 10 – 35lbs.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus

WORK ENVIRONMENT: work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee sometimes works near moving mechanical parts and is occasionally exposed to the risk of electric shock
- Noise level in the work environment is moderate to loud
- Stress level in the work environment is moderate to high

Signature of Approval

Director of Clinical Operations
Monterey Spine & Joint

ACKNOWLEDGEMENT & RECEIPT

I acknowledge that I have received, read, and sought clarification of any questions I have about the content of this job description.

Employee Signature

Date

Updated 02/2019