



Job Code: 6746

Grade: 14

HCWR: N

Job Title

Patient Transportation Coordinator

Department

Integrated Care

Job Summary

The Patient Transportation Coordinator organizes transportation for patients' in need of transportation services that are receiving care on John H. Stroger, Jr. campus. Assesses if the patient has impairments or limitations that require specialized transportation system and schedules services accordingly. Works to identify the patient's insurance coverage to determine which transportation carriers will be utilized. Identifies opportunities for improvement and makes recommendations to improve patient care.

Typical Duties

- Answers incoming calls from staff and/or patients to schedule transportation services to/from providers appointments and pre/post-op visits
- Reviews and understands transportation benefits in support of patients seeking care on John H. Stroger, Jr. campus
- Assures that all requests for transportation are completed according to guidelines
- Identifies if the patient has impairments or limitations that require specialized transportation system
- Documents all information thoroughly into the computer system such as special instructions . Verifies if the patient has active health coverage and schedules transportation based on insured or uninsured status
- Notifies patient and staff of transportation arrangements
- Contacts interpreter services department, as needed, to facilitate patient communication
- Assists in tracking the number of requests for transportation received and reports results
- Provides guidance into the development of patient and staff materials to explain transportation opportunities available to patients
- Assesses patient satisfaction with transportation arrangements
- Identifies opportunities for improvement and makes recommendations to improve patient care
- Performs other duties as assigned

Minimum Qualifications

- Associate's Degree
- Two (2) years of full-time customer service work experience in a healthcare environment scheduling patient appointments

Preferred Qualifications

- Bilingual English/Spanish

Knowledge, Skills, Abilities and Other Characteristics

- Excellent verbal and written communication skills necessary to communicate with all levels



Knowledge, Skills, Abilities and Other Characteristics

of staff and a patient population composed of diverse cultures and age groups

- Strong customer service and empathy skills
- Demonstrate attention to detail supporting thorough documentation
- Ability to multi-task and meet deadlines in a fast paced and stressful environment
- Ability to maintain a professional demeanor and composure when challenged
- Ability to work flexible hours including weekends, evenings and holidays as needed

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.