

## DIVISION SCOPE OF SERVICE

<b>Division: MIDAMERICA</b>
<b>Classification: PATIENT CARE COORDINATOR</b>
<b>Applicant Name:</b>

<p><b>Patient Care Coordinator:</b> The Patient Care Coordinator must have equivalent qualifications and competence as employed individuals performing the same or similar services at the facility.</p>
<p><b>Definition of Care or Service:</b> The Patient Care Coordinator assists physicians by serving as a patient discharge navigator. Scope of Service may include:</p> <ul style="list-style-type: none"> <li>• Maintains primary focus of reducing LOS, reducing readmissions and improving the patient’s discharge experience.</li> <li>• Maintains and secures patient data and medical records</li> <li>• Communicates discharge information to patients, families, physicians and hospital personnel as needed.</li> <li>• Documents appropriate discharge information in the medical record.</li> <li>• Makes primary care physician follow-up appoints at the bedside prior to discharge when possible.</li> <li>• Demonstrates Clinical and Service excellence behaviors to include code of HCA Healthcare conduct core fundamentals in daily interactions with patients, families, co-workers and physicians.</li> </ul>
<p><b>Setting(s):</b> Healthcare facilities including but not limited to hospitals, outpatient treatment facilities, imaging centers, and physician practices</p>
<p><b>Supervision:</b></p> <ul style="list-style-type: none"> <li>• Indirect supervision by physician or other licensed independent practitioner</li> <li>• Indirect supervision department director, site manager or designee</li> </ul> <p><b>Evaluator:</b> Department director or designee in conjunction with supervising physician or licensed independent Practitioner</p>
<p><b>Tier Level:</b> 2</p> <p><b>eSAF Access Required:</b> YES</p>
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• High school diploma/GED required;</li> <li>• Knowledge of medical terminology (found on Skills Checklist)</li> </ul> <p><b>Preferred Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Associates or Bachelors preferred</li> </ul> <p style="color: red; font-weight: bold;">NOTE: Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the highest level of education completed (not training or courses) confirmed on your background check.</p>
<p><b>State Requirements:</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• One year of direct patient experience</li> </ul>
<p><b>Competencies:</b> The Patient Care Coordinator will demonstrate:</p> <ul style="list-style-type: none"> <li>• Accurate patient information review and evaluation</li> </ul>



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- Uses at least two ways to identify patients before initiating documentation in the medical record
- Accesses the patient medical record appropriately
- Maintains confidentiality and privacy in accordance with HIPAA regulations
- Documentation in the medical record
  - Documents in the medical record according to:
    - Facility standard / policy
    - Local, state and federal regulatory guidelines for documentation
    - Demonstrates the knowledge and skills necessary to document patient discharge information in the medical record
    - Documentation is legible and clear
  - Organizes, maintains and coordinates clinical documentation related to patient discharge
  - Demonstrates proficiency in clinical documentation through use of electronic devices
- Infection Prevention
  - Practices consistent hand hygiene
  - Uses personal protective equipment (PPE) when required
  - Required immunizations per Division requirements
  - Complies with Isolation precautions
  - Maintains sterile field

**References:**

FAQ from The Joint Commission regarding: Use of Unlicensed Persons Acting as Scribes, 5/18/11 Retrieve from: [http://www.jointcommission.org/standards\\_information/jcfaqdetails.aspx?StandardsFaqId=345&ProgramId=1](http://www.jointcommission.org/standards_information/jcfaqdetails.aspx?StandardsFaqId=345&ProgramId=1)

**Document Control:**

- Content updates 7/8/2019
- Content updates 3/16/2020

**Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.**

**Applicant Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_