Clinic Coordinator, Department of Behavioral Health & Nutrition

Hours: 20 hours per week
Compensation: Hourly rate commensurate with experience
Benefits: Non-benefited position

Job Description: Under general supervision of the Nutrition Clinic Director, the Clinic Coordinator is primarily responsible for the administrative needs of the Nutrition and Health Coaching Clinics at the University of Delaware. The Clinic Coordinator will register patients for services in the Clinics, schedule appointments with Registered Dietitian Nutritionists and Health Coaches, and complete patient insurance verification and billing processes, and may complete health assessment measures during patient appointments. The Clinic Coordinator will also be responsible for National Diabetes Prevention Program administrative duties. Must understand UD organizational policies and procedures, patient registration, scheduling, and insurance verification processes and billing and reimbursement practices.

Major Responsibilities:
- Works in conjunction with Nutrition and Health Coaching Clinic staff to provide a welcoming atmosphere to all who enter or contact the Clinic.
- Maintains daily administrative and front desk operations and obtains demographic and financial information from clients.
- Uses the electronic medical record (EMR) system independently and proficiently for patient registration, scheduling, and billing functions as assigned.
- Maintains, prints, and distributes daily patient schedules to healthcare providers.
- Collects and processes payments via cash, check, and credit card.
- Verifies insurance benefits in a timely manner for new clients, as well as needed follow-up verification for existing clients. Communicating this information to clients and clinical staff in a timely manner, as appropriate.
- Documents phone and verbal messages and delivers messages to staff and healthcare providers in a timely manner.
- Reviews, verifies and processes financial and non-financial documents.
- Works with billing company to help resolve billing issues.
- Performs health assessment measures such as height, weight, and blood pressure measurements.
- Enters data into Excel spreadsheets and other electronic data base software.
- Complies with all HIPAA and compliance regulations as set forth by the University.
- Works with the Nutrition Clinic and Health Coaching Directors as a liaison with community partners for special Clinical programming.
- Position will be 20 hours per week, with flexibility as determined by business need.
- Performs other related duties as assigned.

Qualifications, Minimum Education & Experience:
- Associates degree or higher required; degrees in nutrition or health field and one to two years of customer service experience preferred.
- Nutrition Dietetics Technician, Registered (NDTR) credential preferred
- Medical office program training, previous experience with electronic medical record software, knowledge of medical terminology, and previous patient interaction preferred.
- Computing skills including email and word processing
• High level of accuracy and attention to detail
• Sensitivity to the needs of others.
• Ability to maintain good public relations.
• Ability to communicate effectively and interact well with people of all ages and diverse backgrounds.

Physical Demands and Work Environment:
• May encounter emotionally upset patients and visitors.
• Ability to lift, move, push and pull equipment or boxes of up to 25 pounds

Contact:
Please send cover letter, resume, and references to Donna Paulhamus, MS RDN, Nutrition Clinic Director via email at nutrition-clinic@udel.edu.

The University of Delaware is an Equal Opportunity Employer which encourages applications from minority group members, women, individuals with disabilities and veterans. The University’s Notice of Non-Discrimination can be found at http://www.udel.edu/aboutus/legalnotices.html.