



JOB DESCRIPTION

Job Title: Flow Manager Job Code: 200380 FLSA: Non-exempt

Department: Pediatric Practice	
Effective Date: 01/08/2016	Revised:
Approving Signatures	
Director	
Administrative V.P.	
V. P. Human Resources	

JOB SUMMARY: Ensures the flow of patients through the practice is efficient from the pre-visit preparation, through discharge from the visit.

EDUCATION, CREDENTIALS AND TRAINING REQUIRED: High school diploma or equivalent. Prefer Certified Medical Assistant.

EXPERIENCE REQUIRED: Three years experience in a medical office. Excellent customer service skills.

REPORTING RELATIONSHIPS: Supervises: None Reports To: Office RN

WORKING ENVIRONMENT: Spends the majority of time in a light and temperature controlled office environment.

WORK AIDS: Patient records, telephone, basic office machines, administrative forms and records, computer and accessories. This list is not all-inclusive.

Essential Functions

- Message management; regarding appointment needs, medication prior authorizations, management of patient portal
- Lab tracking and result management; ensures all ordered laboratory and diagnostic tests are tracked, logged, presented to the provider for review and follow-up
- Pre-Visit planning; (1) print a huddle report three days prior to the date of visit to provide clinical team time to review the patient's information, correct potential issues in the patient's chart, (2) alert team of what is due for their scheduled patients, and (3) find any missing or due information for the huddle report to identify what outside records may need to be obtained prior to the patient's appointment.
- Prior authorization/Medication refills; responsible for the completion of Medication Prior Authorizations needed for the approval of certain medications, depending upon the patient's insurance coverage, assist with inquiries for prescription refills, and may include proposing medication orders.

Marginal Functions

- Will assist in providing coverage in other areas of the practice as needed

Protected Health Information

Will limit access to protected health information (PHI) to the information reasonably necessary to do the job. Will share information only on a need to know basis for work purposes. Access to verbal, written and electronic PHI for this job has been determined based on the job level and job responsibility within the organization. Computerized access to PHI for this job has been determined as described above and is controlled via user ID and password.

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