

Patient Care Coordinator – Interventional Radiology Clinic

Location: Triad Interventional Radiology Clinic

Schedule: Monday–Thursday, 7:30 a.m.–5:00 p.m.; 36 hours per week, with occasional additional hours based on patient volume

Employment Type: Hourly, onsite

Position Summary

The Patient Care Coordinator will serve as a clinical support person for the Interventional Radiology Physician and the primary support person for the Interventional Radiology Assistant. This individual will play a key role in coordinating patient care, clinic flow, procedure scheduling, and communication between patients, the clinic, hospital partners, and clinical team members.

Essential Duties and Responsibilities

- Serve as the primary point person for the Interventional Radiology Physician Assistant
- Room patients, obtain and document appropriate patient information, and support efficient patient flow in a clinical setting.
- Coordinate with hospital scheduling teams to arrange interventional radiology procedures and related appointments.
- Return patient calls related to care received by the Physician Assistant, upcoming visits, pending appointments, and procedure-related questions within the scope of the role.
- Assist with scheduling, coordination, and troubleshooting for interventional radiology procedures, including but not limited to port-a-caths, Tri fusion catheters, perm catheters, nephrostomy tubes, gastrostomy tubes, and other IR procedures.
- Help ensure required pre-procedure and post-procedure imaging studies are ordered, scheduled, and completed as appropriate.
- Assist with insurance pre-certification or authorization needs for imaging studies and procedures when required.
- Communicate clearly and professionally with patients, families, hospital departments, referring offices, providers, and internal clinic staff.

- Maintain accurate patient information and documentation in the appropriate systems, including EPIC and radiology-related platforms when applicable.
- Support follow-up on outstanding items, including pending appointments, required imaging, authorizations, and patient communication needs.
- Assist with front desk coverage when the front desk team member is out on PTO or when clinic needs require additional support.
- Protect patient confidentiality and comply with all applicable privacy, safety, and clinic policies.
- Perform other duties as assigned to support clinic operations and patient care.

Required Qualifications

- Prior patient care experience is required.
- Experience working directly with patients in a healthcare, medical office, hospital, or clinical environment.
- Strong communication skills, including the ability to speak with patients compassionately and professionally by phone and in person.
- Excellent organizational skills and attention to detail, particularly when coordinating appointments, procedures, authorizations, and follow-up items.
- Ability to manage multiple priorities in a fast-paced clinical environment.
- Comfort using electronic medical records and scheduling systems.
- Ability to work onsite Monday through Thursday from 7:30 a.m. to 5:00 p.m., with flexibility for occasional additional hours when patient volume requires it.
- Professional demeanor and ability to work collaboratively with physicians, advanced practice providers, hospital teams, and administrative staff.

Preferred Qualifications

- Experience in radiology, interventional radiology, or a procedural specialty clinic.
- Familiarity with radiology workflows, imaging orders, procedure scheduling, and radiology terminology.
- Experience navigating EPIC.
- Experience with radiology systems, hospital scheduling processes, prior authorizations, and pre-certifications.
- Knowledge of common interventional radiology procedures and related patient preparation or follow-up needs.

Key Competencies

- Patient-centered communication and service orientation.
- Reliability, accountability, and sound judgment.
- Strong follow-through and ability to close the loop on pending patient care tasks.
- Ability to remain calm and professional when managing competing priorities or patient concerns.
- Team-oriented approach with willingness to support both clinical and front desk operations.
- Discretion and commitment to maintaining patient confidentiality.

Work Environment

This position is onsite in a clinical patient care setting and requires regular interaction with patients, providers, hospital departments, and clinic staff. The role requires the ability to support patient rooming, telephone communication, scheduling coordination, documentation, and front desk coverage as needed.

Compensation and Hours

This is an hourly position scheduled for 36 hours per week, Monday through Thursday, 7:30 a.m. to 5:00 p.m. Additional hours may be required at times based on patient volume and clinic needs.