



## **Care Coordination**

Richmond University Medical Center's Care Coordination Department provides assistance in transitioning adult and pediatric patients throughout their stay at our facility. The team is comprised of dedicated nurses and social workers who partner with the patients and ensure that their discharge needs and preferences are identified and addressed for a successful transition back into the community.

### **Primary Responsibilities:**

- General office functions include answering phone calls, client interaction and clerical duties.
- Patient callbacks – calling back patients with scripted questions to help reduce readmissions and improve patient satisfaction.
- Giving out resources as requested.

### **Minimum Qualifications**

- Bachelor's Degree
- Strong interest in learning about healthcare delivery
- Must have strong organizational skills and ability to meet deadlines.
- Social personality paired with professional acumen.
- Proficient navigating Microsoft Office.
- Must be able to commit to a minimum of 10 hours per week.

**Location: 355 Bard Avenue, 5<sup>th</sup> Floor**