

JOB DESCRIPTION – Patient Services Coordinator

POSITION SUMMARY

The Patient Services Coordinator supports patients and caregivers in accessing healthcare services, programs, and information within a team-based primary care environment. This role promotes continuity of care by supporting patient attachment processes, coordinating routine care needs, facilitating timely follow-up, and assisting patients with general questions related to appointments, referrals, programs, and available services.

Working collaboratively with patients, caregivers, healthcare providers, and community partners, the Patient Services Coordinator helps ensure patients remain connected to care and receive appropriate follow-up throughout their healthcare journey. The role also supports patient engagement through the development and maintenance of patient-facing educational and communication materials, helping to improve access to information, promote health literacy, and increase awareness of organizational programs and services.

KEY RESPONSIBILITIES

The Patient Services Coordinator will be responsible for the following:

Care Coordination and Follow-Up

- Support continuity of care by helping ensure patients receive appropriate follow-up and are not lost to follow-up.
- Assist with tracking and outreach for patients requiring follow-up appointments, screening, or participation in programs and services.
- Support patient engagement in preventative care initiatives and ongoing health programs.
- Identify and direct patients with more complex care coordination, psychosocial, or system navigation needs to the appropriate team member or service.

Patient Attachment Support

- Support patient attachment processes and initiatives aimed at improving access to primary care services.
- Assist with patient intake and onboarding processes as required.
- Help facilitate access to the most appropriate provider or service based on identified needs.



Program Coordination Support

Support patient outreach and follow-up related to organizational programs and services, including:

- Diabetes Education Program
- Stroke Prevention Clinic
- Falls Prevention Program
- Quality Aging Program
- Cancer screening initiatives
- Other programs and services as assigned

Provide administrative support for Home and Community Care programs, including:

- Receiving and processing referrals
- Scheduling home visits
- Maintaining and updating patient records and referral documentation

Patient Education and Communications

- Develop, maintain, and update patient-facing communication and educational materials.
- Collaborate with healthcare providers and program staff to create and update materials that support programs, services, preventative care initiatives, and patient self-management.
- Ensure patient-facing materials are accurate, accessible, and aligned with organizational branding and health literacy best practices.
- Support the promotion of organizational programs, services, health campaigns, and clinic initiatives to patients in the community.

Transitions in Care

- Support discharge planning and follow-up activities following hospitalization or other care transitions.
- Assist patients in understanding recommended next steps and connecting with appropriate providers and services.

Documentation and Communication

- Maintain accurate, timely, and complete documentation in accordance with organizational policies and procedures.
- Communicate effectively with patients, caregivers, healthcare providers, and community partners to support coordinated care.

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Approved By: M. Lajeunesse, MFHT ED

EDUCATION, EXPERIENCE AND SKILLS

Education:

- Diploma or degree in a healthcare-related field or related discipline.

Experience

- Experience working within healthcare, primary care, community services, or care coordination preferred.
- Experience supporting patients with navigating health systems or community resources is considered an asset.
- Knowledge of healthcare services and community resources is considered an asset.

Skills and Abilities

- Interpersonal and Communication Skills
 - Excellent interpersonal, verbal, and written communication skills, with the ability to build positive relationships and communicate with compassion, professionalism, and respect.
 - Ability to explain information clearly to patients, caregivers, colleagues, and community partners.
 - Strong writing, editing, and proofreading skills, with the ability to develop clear, patient-friendly educational and communication materials using plain language and health literacy principles.
- Organization and Time Management
 - Strong organizational and time management skills with the ability to manage multiple priorities efficiently and accurately.
- Problem Solving
 - Strong critical thinking and problem-solving abilities.
- Adaptability
 - Flexible and able to adapt to changing priorities and evolving responsibilities.
- Confidentiality
 - Demonstrated ability to maintain confidentiality and protect patient information.

ADDITIONAL DETAILS

- Permanent Part-Time or Full-Time Position
- 30–37.5 hours per week (4-5 days per week)
- HOOPP Pension
- Extended Health Benefits

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