



**Office and Patient Support Coordinator**  
Medical Foundation of Nashville

**Position Summary:**

Project Access Nashville Specialty Care (PANSC), a program of the Medical Foundation of Nashville, provides access to specialty care to Nashville's uninsured who are 200% or below of poverty level in greater Nashville.

Your role is to create and maintain a pleasant work environment, ensuring high levels of organizational effectiveness, communication, key-record keeping and coordination among departments. The ideal candidate will have prior experience as an executive assistant or office manager working in an office supporting multiple levels of employees. This position's focus is to support the PANSC enrollment and care coordination and office processes to ensure that internal processes and office operations are operating effectively and communication between the PANSC team and our patients and referring clinics are flowing smoothly.

**About the Organizations:**

The mission of the **Medical Foundation of Nashville** is to empower Middle Tennessee by supporting health access (which includes Project Access Nashville Specialty Care), promoting healthy lifestyles, championing health and medical education, and cooperating with other charitable entities to work towards a healthier Nashville. Specific activities include public health education, coordinated charity care, and education for physicians and physicians in training.

Visit [www.NashvilleMedicine.org](http://www.NashvilleMedicine.org) and [www.MedicalFoundationOfNashville.org](http://www.MedicalFoundationOfNashville.org) for more information.

**Skills:**

- Attention to detail and problem-solving skills
- Strong organizational and planning skills in a fast-paced environment
- Excellent time management skills and ability to multi-task and prioritize work
- Strong project management skills; process oriented, organized and detailed
- Must possess a strong experience with relationship building.
- Exceptional interpersonal and relational skills.
- Must be a team player.
- Ability to quickly learn and adapt new skills.
- Demonstrated problem-solving skills, including assessing situations, evaluating options and effectively communicating proposed solutions.
- Strong verbal and written communication skills, including the ability to communicate across all levels in the organization.
- Passionate about helping the underserved and in full agreement with the mission and core values of both NAM and MFN.
- Proficiency in the Microsoft Office suite of computer programs (Word, Excel, etc.)

## **Requirements:**

- 1-2 years' experience in a nonprofit or corporate setting, with proven experience as an Executive assistant or Administrative assistant a plus.
- Hands on experience with office machines (e.g. fax machines and printers)
- High School Degree is required; Associate's Degree preferred.

## **Responsibilities include but not limited to:**

- Maintains office services by organizing office operations and procedures, controlling correspondence, designing filing systems, and assigning and monitoring clerical functions.
- Reviewing and approving supply requisitions including inventory tracking, ordering, and organization.
- Sorting and distributing incoming and outgoing mail
- Keeping the company's filing system in order, assisting with implementation of new administration systems
- Track the completion of HIPAA certification and Title IV Certifications for all employees, and file certificates as appropriate on an annual basis.
- Fax back referrals to clinics as needed for the PANSC care coordination teams.
- Manage print needs of the office including business cards, envelopes, and other special projects for the benefit of our patients and referring clinics and providers.
- Call physician offices as needed to support the PANSC team to verify appointment times for upcoming appointments or attendance of previous appointments.
- Operationalize all patient communication at the direction of the Executive Director and/or Assistant Director including creation of patient cards, mailing patient letters, clinic letters, and specialist letters. Scanning important documents into patient files including proof of income and proof of residency.
- Assist with the mailing and dissemination of quarterly health mailout materials for PANSC patients.
- Assist with the purchasing and/or pick up of direct patient assistance items at the request of the Assistant Director.
- Compile packets as needed for board, volunteer, and community meetings.
- Project documentation support to executive team: formatting and registering internal and external documents, updating applicable project status, logging content on our communications channels as requested
- Organizing and coordinating external meetings, ensuring we have adequate meeting supplies on hand including cold drinks, pre-ordered food, and meeting materials.
- Filing, scanning and organizing records, mail, invoices, HCFAs, UBs, appointment letters, and other important documentation
- Collaborate with different members of the MFN/NAM team as program needs require.

The Nashville Academy of Medicine and Medical Foundation of Nashville are equal opportunity employers.