

# Care Coordinator SUPPORT MENU

The PCC team can be a valuable resource and asset to your business! We love the opportunity to be able to assist you and your patients. Please note, PCCs are here to support your business, not grow it. Business growth is the responsibility of the provider. PCCs are subject to change without warning, and may not be located in the provider's timezone. For any questions, please reach out to your PCC Manager.

## PCC RESPONSIBILITIES:

### *Provider Communication*

- Daily check-ins via TigerConnect
- Additional provider assistance in TigerConnect

### *Patient Communication*

- Monitoring OpenPhone to answer phone calls, text messages, and emails
- Sending patient medical registration links and reminders
- Assisting with registration for new patients

### *Acuity Scheduling*

- Schedule patients for appointments such as treatments, follow-ups, and events
- Manage rescheduling requests, canceled appointments, etc.
- Editing provider availability, adding appointment types, and appointment reminder customization

### *EHR*

- Ensuring patients medical registrations are correct, updated, and cleared
- Communicating with med ops team
- Updating assigned practitioners
- Assisting with charging patients for booking deposits, cancellation fees, or account credits (as needed)
- Using as a reference for provider or patient questions

## TICKET ITEMS:

- Ordering & tracking EHR inventory or Medline supplies
- Contact waste management companies or ordering sharps containers
- Service visit, accounting, earnings - related requests
- Square gift card questions
- Beauty Bank related questions including cancellation requests and membership details
- CareCredit tutorial and password resets
- Medical or Treat related questions
- All operations or tech development requests
- Real estate inquiries including lease agreements and building management information
- Refunds/Charge Discrepancies

## EXTERNAL SOLUTIONS:

### *Support Center Solutions*

- [Ticket Center](#)
- [Support Center Articles](#)

### *Marketing Solutions*

- [Preferred Partner Directory](#)
- Proactive outreach
  - Email blasts, social media, review requests, messages/calls outside of standard acuity or EHR outreach
- Creating marketing content (i.e. Canva)