



# NPH International



**Position**

Patient Coordinator at the Dominican Republic Surgical Center

**Time Commitment**

July 2024 to August 2025

**Mission**

Nuestros Pequeños Hermanos, inspired by Christian values, strives to create a loving and safe family environment for vulnerable children living in extreme conditions. Through comprehensive education, healthcare and spiritual formation, we give the children the opportunity to develop their potential, shaping better futures for themselves, their families and their communities.

**Vision**

A world without poverty where all children develop their unique potential, becoming productive members of society serving their community.

**Overview**

One World Surgery ([www.oneworldsurgery.org](http://www.oneworldsurgery.org)) runs an ambulatory surgery center and primary care field clinics and is located on the grounds of NPH Dominican Republic. The surgery center has a full-time Dominican staff that performs primary care field visits year-round. The surgery center is set to open in 2024 and surgeries will be performed year-round. Teams of approximately 30+ people from the US routinely visit the surgery center for week-long volunteer medical missions. During medical missions, clinical and nonclinical participants come together to perform life-changing surgeries and run internal and external primary care clinics for Dominicans who would otherwise go without treatment. Nonclinical volunteers also support non-medical community projects focused on health and wellness.

The Patient Coordinator Assistant is responsible for coordinating the care of surgical and primary care patients in coordination with the permanent and visiting physicians for both ongoing clinic and surgery days as well as during all medical missions (~20+ medical missions with more possible). They will also assist with other general tasks to prepare the center for medical missions as well as administrative tasks such as scheduling patients, printing surgical packets, organizing charts and images, and assisting in ordering supplies or medications, as well as any other tasks as assigned by team leads.

The typical work hours are from 7:30 am – 4:00 pm, but early morning and evening hours will be required on surgical days and during medical missions. The Coordinator should expect to work 40 hours/week and possibly more during a medical mission.

**Supervisor and Department**

- **Supervisor:** Clinical Operations Director and Primary Care Clinic Manager.
- **Department:** Dominican Republic Ambulatory Surgery Center, One World Surgery

August 5, 2024



## **Key Responsibilities**

- Coordinate the care of surgery center and primary care patients by:
  - fielding calls and requests for appointments,
  - maintaining an organized waitlist and database of patient information,
  - scheduling patients for clinic and surgery appointments,
  - responding to patients' concerns, and
  - being aware of and scheduling necessary follow-up care
- Support in reception and patient check-in
- Support as a patient/volunteer translator, as requested
- Manage patient flow on clinic and surgery days as well as during medical missions
- Assist the clinical team in preparing and coordinating for upcoming medical missions including coordination with departments at NPH Dominican Republic, and other agencies in the DR as needed
- Act as a key liaison during medical missions by responding to the questions of medical mission participants
- Assist, when necessary, with the inventory and purchase of supplies
- Assist periodically during clinic and surgery days by helping prepare and clean the clinic and ORs, as well as surgical instruments
- Help with or lead other projects and activities at the Surgery Center when necessary
- Assists the clinical team in preparing and organizing for surgical missions through the selection of clinical and surgical patients
- Assist the clinical team and social work prepare surgical patients, and ensure proper tests are in the charts. Support the local team on the weekends 1-2/month with clinical orientation, case presentation to visiting surgeons, EMR training for visiting physicians, finalizing the schedule, and making changes if the surgeons request it.
- Support in clinic, organizing patients, ensuring efficient patient flow and

## **Knowledge, skills, experience and abilities**

- Advanced English language skills
- Intermediate Spanish language skills
- Bachelor's degree in any health-related field (premed, biology, chemistry, public health, etc.)
- Medical experience (volunteering in a hospital, shadowing a physician, or preferably time spent in a surgery center or operation room)
- Organizational and time-management skills to plan and maintain patient schedule, as well as documentation and reports
- Ability to work collaboratively in a team, but also take initiative and work independently
- Microsoft Office literate
- Organized and willing to take initiative to start and maintain new programs



# NPH International



## Values

NPH is guided by the following core values:

- *Love & Security*: manifested in the safety and stability of the family and realized by profound personal engagement in preparation for meaningful life and gainful employment.
- *Responsibility*: learning to be responsible and to respond to the needs of others, both individually and collectively.
- *Sharing*: developing kindness, empathy and care for others, through what we say and do.
- *Work*: learning to contribute to one's family and community on the path to independence.
- *Faith & Service*: putting Christian values into action.

August 5, 2024

Classified as Confidential