



# NPH International



**Position**

Patient Coordinator at the Holy Family Surgery Center

**Time Commitment**

July 2023 to July 2024

**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**

The Holy Family Surgery Center is an ambulatory surgical center funded through One World Surgery ([www.oneworldsurgery.org](http://www.oneworldsurgery.org)) and located on the grounds of NPH Honduras. The surgery center has a full-time Honduran staff that performs surgeries year-round. Teams of approximately 60 people from the US also routinely visit the surgery center for week-long medical missions. During medical missions, clinical and nonclinical participants come together to perform over 60 life-changing surgeries for Hondurans who would otherwise go without treatment.

The Patient Coordinator is responsible for coordinating the care of Holy Family Surgery Center patients in coordination with the permanent and visiting physicians for both ongoing clinic and surgery days as well as during all medical missions (30 medical missions scheduled for 2023, 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 the inventory and purchasing of medicines and supplies.

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 50-60 hours/week and possibly more during a medical mission.

**Supervisor and Department**

- Supervisor: HFSC Clinic Manager
- Department: Holy Family Surgery Center, One World Surgery

**Key Responsibilities**

- Coordinate the care of all Surgery Center patients by:
  - fielding calls and requests for appointments,



# NPH International



- maintaining an organized waitlist and database of patient information keep in various data systems
- scheduling patients for clinic and surgery appointments in both scheduling systems
- responding to patients' concerns, and being aware of and scheduling necessary follow-up care
- Manage patient flow on clinic and surgery days as well as during medical missions
- Complete all tasks necessary to prepare the surgery center for visiting medical missions including coordination with visiting physicians from the US, departments at NPH Honduras, and other agencies in Honduras
- Act as a key liaison during medical missions by responding to the questions of medical mission participants
- 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 Holy Family Surgery Center when necessary
- Support Clinical Director to onboard surgeons, determine case load, and select patients for medical missions
- Select surgical patients through the clinical and social work criteria/prioritizing patients in high need and taking and consideration patients health status (BMI, comorbidities, age/ ask our general physicians to confirm labs needed and type of surgery)
- Prepare and organize surgical missions through the selection of clinical and surgical patients
- Prepare surgical patients, requesting lab work/ clearance / x rays, and imaging. (Our local doctors will provide guidance on what type of labs are needed.)
- Send draft of potential surgical and clinical schedule for the week at least 1 week prior the arrival of the surgeon.
- 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 taking vitals as needed.

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

- 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)



# NPH International



- 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

## 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.