



Score Card for Patient Care Coordinator Position

Score Card: Describes what you want a person to accomplish in this role.

Mission: To assist in the growth of practice revenues by maintaining relationships with new and existing patients, educating patients on cosmetic procedures and acting as a liaison between the patients and the surgeon.

Directions: Both the coordinator and the surgeon or manager rate the skill level from 1-5 (1 being bad, and 5 being excellent).

Skills	1-5 Rating	Comments
Grow practice revenues by		
Increase conversion rates by X		
Decrease the number of unhappy patients		
Organized		
Self-managed		
Punctual		
Trustworthy		
Attention to detail		
Articulate and persuasive		
Good listener		
Computer skills		
Patient-centric focus		
Positive attitude		
Team player		
Problem solving skills		
Sense of urgency		
Handles pressure well		
Open to constructive criticism		
Present ideas to improve current processes		
Good follow-through		
Total points out of possible 100 points =		

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