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| **POSITION TITLE:** | **Telehealth/Patient Care Coordinator** | |
| **DEPARTMENT:** | **Clinical** | |
| **REPORTS TO:** | **Clinical** | |
| **FLSA:** | **Hourly** |

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| **POSITION SUMMARY:** |

The Telehealth/Patient Care Coordinator is responsible for development, growth, promotion and sustainability of the [CHC] telehealth and Electronic Health Record (EHR) web portal as well as supporting care coordination between interagency teams and outside organizations. This position will have daily patient interaction focused on patient education regarding telehealth, troubleshooting telehealth issues and reducing barriers to appropriate care. The Telehealth/Patient Care Coordinator will serve a as a clinical resource for patients and staff to fully utilize telehealth platforms while minimizing barriers to care.

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| **CORE JOB RESPONSIBILITIES:** |

**Telehealth Coordinator**

* Collaborates with health care team to identify/support patients with barriers to accessing care through telehealth; serves as the primary point of contact for provider, patient and care team members in the coordination of a telehealth encounter with a patient to troubleshoot barriers to successful telehealth encounters.
* Provides education and support to patients and clinical staff to promote telehealth use; expands on the use of telehealth for primary care and behavioral health encounters, and future telepsychiatry encounters
* Develops educational materials for patient use
* Positively contributes and interacts as a team member in the development, growth and sustainability of the Coast Community Health Center Telehealth program
* Evaluate telehealth opportunities to determine feasibility and support business plan development
* Monitors activity of telehealth programs to identify where improvements may be needed and develops action plans that are effectively communicated to program leads
* Independently determines priorities based on program guidelines, handles multiple projects of varying scope simultaneously with minimal oversight and keeps program leadership informed of progress
* Ensure proper and timely documentation in HER; protect individually identifiable health information per HIPAA regulation

**Patient Care Coordinator**

* Collaborate with care teams including primary care provider, Nurse Case Manger and outreach staff to identify and support patients with high barriers to care and/or low access to social determinants of health and provide resources to these patients
* Support patients in need of short-term case management support; which may include but is not limited to connecting patients with outreach team resources, coordinating transportation and follow up calls to patients
* Provide patients with education and support which is trauma informed and culturally appropriate

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| **SUPPORTING JOB RESPONSIBILITIES:** |

* Manage multiple projects simultaneously
* Clearly and effectively communicates complex ideas
* Attend meetings, team huddles, and assigned trainings
* Addresses timely correspondence; incl: but not limited to Outlook, EHR encounters, in-office communications
* Comply with all policies, procedures, guidelines, and workflows
* Perform safe work practices to protect the health and safety of employees and patients per OSHA regulation.
* Complete all required compliance training within the established timeline
* Utilize the incident reporting system as needed
* Other duties as assigned

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| **COMPETENCIES (ORGANIZATIONAL VALUES):** |

**Accountability:** Takes ownership for delivering on commitments; owns mistakes and uses them as opportunities for learning and development; openly discusses his/her actions and their consequences both good and bad; has an ability to identify strengths and developmental opportunities and leverages insight to make adjustments to improve their effectiveness; courage to have the difficult conversation.

**Adapting to Change:** Accepts and adapts to change in a professionally appropriate and thoughtful manner. Plays the role of devil’s advocate yet knows when and how to stand down graciously and accept a well-thought-out decision. Embraces change.

**Championing Customer Needs:** Provides timely and professional service to both internal and external customers; is responsive to customer needs and requests; is always courteous to the customer and considers the needs of the customer when making decisions.

**Communicating Effectively:** Shares information. Listens and involves others. Clearly conveys ideas in a manner that engages others and helps them understand and retain the message.

**Teamwork:** Meets all team deadlines and responsibilities, listens to others and values opinions, helps team leaders, welcomes newcomers and promotes a team atmosphere.

**Decision Making/Judgment:** Approaches problems and decisions methodically and objectively; involves others as needed; uses sound judgment in making decisions and understanding the impact to themselves, customers, their team, and the organization; conducts the appropriate analysis to identify the symptoms and root cause of issues; makes timely decisions.

**Delivering High Quality Work:** Makes sure responsibilities central to the role meet all requirements and expectations. Finishes tasks promptly and critically reviews work to ensure quality and accuracy. Considers impact of work to others. Seeks additional work after finishing tasks.

**Demonstrating Initiative:** Acts on his/her own without being prompted; handles problems independently; able to resolve issues without relying on extensive help from others; does more than is expected or asked.

**Results Orientation:** Is focused on outcomes and accomplishments; follows through on commitments; can be counted upon to successfully execute on goals; motivated by achievement and a need for closure; has an attention to detail and is both efficient and effective in achieving a high level of measurable outcomes; persists in achieving goals despite obstacles.

**Supports Coast Community Health Center Mission:** Actively supports [CHC] mission and values; uses individual skills to add value to the mission; aligns actions around organizational goals; gives priority to organizational mission and value when making decisions.

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| **QUALIFICATIONS (SKILLS, KNOWLEDGE & ABILITIES):** |

Education, training and Certification

* Certified Medical Assistant or higher
* A minimum of three years’ experience in a clinical setting with direct patient care experiences; five years preferred
* Telehealth Coordinator Certificate preferred
* Traditional Health Worker preferred

This position requires candidate to attain their telehealth coordinator certificate within the first 6-months of employment.

**Skills Knowledge and Abilities**

* Proficient with a variety of technologies; Microsoft Office, Zoom and Electronic Health Records; preferably eClinical Works
* Understanding of telehealth best practices and utilization
* Ability to work collaboratively in a team and manage multiple priorities
* Skills at using EHR as applicable to area of work

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| **PHYSICAL, SENSORY, ENVIRONMENTAL QUALIFICATIONS:** |

In any typical day, this job involves the following activities based on the frequency outlined below.

R = Rarely (less than 0.5 hours per day)

O = Occasionally (0.5 – 2.5 hours per day)

F = Frequently (2.5 – 5.5 hours per day)

C = Continually (5.5 – 8.0 hours per day) (or may apply to 10 hours if applicable for specific job)

NA = Not Applicable Not Applicable

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| **Physical Activity** | **R** | **O** | **F** | **C** | **NA** |  | **Physical Activity** | **R** | **O** | **F** | **C** | **NA** |
| **Sitting** |  |  | **X** |  |  | **Pushing/Pulling:** |  | X |  |  |  |
| **Stationary Standing** |  | X |  |  |  | **Typical Weight:**  **5-25 lbs** |  |  | X |  |  |
| **Walking** |  |  | X |  |  |
| **Ability to be Mobile** |  |  |  | X |  | **Maximum Weight**  **>25 lbs** |  | X |  |  |  |
| **Crouching (bend at knee)** |  |  | X |  |  |
| **Kneeling/Crawling** | X |  |  |  |  | **Lifting/Carrying:** |  | X |  |  |  |
| **Stooping (bend at waist)** |  | X |  |  |  | **Typical Weight:**  **5-25 lbs** |  |  | X |  |  |
| **Twisting (knees/waist/neck)** |  |  | X |  |  |
| **Turning/Pivoting** |  |  | X |  |  | **Maximum Weight:**  **>25 lbs** |  | X |  |  |  |
| **Climbing** | X |  |  |  |  |
| **Balancing** |  | X |  |  |  | **Sensory Activities:** |  |  |  |  |  |
| **Reaching Overhead** |  | X |  |  |  | **Talking in Person** |  |  |  | X |  |
| **Reaching Extension** |  | X |  |  |  | **Talking on Telephone** |  |  |  | X |  |
| **Grasping/Pinching** |  | X |  |  |  | **Hearing in person** |  |  |  | X |  |
|  |  |  |  |  |  |  | **Vision for close work** |  |  |  | X |  |

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| **ENVIRONMENTAL FACTORS:** | |
| **Safety Requirement:** | **Exposures**: |
| **Blood Borne Pathogen Category** |  |