

EL DORADO COUNTY COMMUNITY HEALTH CENTER

JOB DESCRIPTION

JOB TITLE: Telemedicine Coordinator
REPORT TO: Development Director
DIRECT REPORTS: None

JOB SUMMARY: The Telemedicine Coordinator is responsible for managing telehealth program development on a daily basis and promoting the usage of the resource with the EDCHC staff. Responsibilities include the review of Specialty Provider availability within the varied Telemedicine programs to coordinate and schedule Telemedicine visits and make recommendations on changes. The Telemedicine Coordinator actively networks with Health Plan associates to educate them on the specialty access issues and performs a wide variety of program management assistance to patients and Center Providers in order to facilitate the delivery of prompt and quality care.

JOB DUTIES AND RESPONSIBILITIES

1. Reviews and sorts referrals from inside this Health Center using the EMR system. Responsible for promoting the full utilization of scheduled clinics and application of double-booking design as appropriate to specialty and Telehealth contract agreements.
2. Ensure appropriate data is electronically transmitted to specialty provider, telemedicine partner, or insurance company in support of telemedicine agreement.
3. Process P2P consult tracking, processing, and delivery for scheduled appointments and responsible for tracking of Telemedicine patient surveys.
4. Keeps status of pending, approved, and denied referrals. Coordinate all referral information in the EMR system. Responsible for excellent patient document management.
5. Maintains lists of specialists and collects and distributes data on specialty visits, patient surveys, and length of telemedicine visits for reporting purposes.
6. Maintains effective communication and interpersonal skills with other Agency referral coordinators, Specialty Providers, and across Center departments, to achieve good patient outcome via the referral/scheduling process.
7. Adheres to policies and procedures of Clinical Operations as well as those of the Health Center.
8. Help to promote use of Telemedicine referrals with Provider staff and assist Provider Champion and Telemedicine Medical Assistant as needed.
9. Responsibility for the overall management of the telemedicine function to include scheduling and support of visit involving:
 - Clinic staff interaction including schedulers, front office staff, specialty clinic, provider champion support, and medical records staff.

- Clinical presenters, which can include medical assistants, nurses, midlevel practitioners and others trained to operate the equipment and present the patients to the remote clinicians.
- Schedule coordination for referring site clinicians, who provide patient referrals to the telemedicine program and, provide clinical support to the specialist by video.
- Remote provider site clinicians, who act as consultants to the referring clinicians and/or provide direct telemedicine clinical services to patients.
- Contact Technical support staff, which install necessary telecommunication lines and equipment and will be responsible for maintaining and troubleshooting the equipment and lines.
- Completes monthly Telemedicine Program Summary Report defining progress of program, challenges identified during the week, and potential opportunities for improvement.

10. Support scheduling and utilization of, “Store-it-Forward” technologies involving Retinopathies, Dermatology, Tele-Dentistry, and other specialties as needed.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Excellent knowledge of the eCW Electronic Medical Record, Telemedicine equipment, EyePACS, Direct Dermatology, and Video software.
- Have working knowledge of peripheral office equipment such as fax machines, printers, video cameras, and outlying telemedicine devices.
- Working knowledge of a primary care medical office.
- Knowledge of HIPAA, and basic medical terminology.

Skills in:

- Excellent interpersonal communication, customer service and organizational skills.
- Basic office familiarity, ability to work in a fast-paced environment with frequent interruptions, and attention to detail.

Ability to:

- Share the EDCCHC mission and team orientation approach.
- Develop rapport and work with people of all ages, cultural, religious, social and ethnic backgrounds.
- Conceptualize, analyze, and problem solve.
- Be courteous and utilize professional behavior in all interactions with the public and staff.

- Maintain a high level of confidentiality.
- Be flexible in accepting, changing or carrying out assignments.

QUALIFICATIONS

To qualify for this position, an individual must possess any combination equivalent to sufficient experience and/or education that would likely produce the required knowledge, skill, and ability requirements listed above. A typical way to acquire the required qualifications would be:

Experience:

- Two years of administrative support/project development experience that included organization, coordination, and performance of duties at progressively responsible levels.
- Experience working at a Federally Qualified Health Center (FQHC) is preferred.
- One or more years of experience in a medical office utilizing Telemedicine equipment.
- Familiarity with Electronic Medical Records (EMR) systems.

Education and Certification:

- High School diploma or GED required.
- Bachelor's Degree in related field preferred.
- Current CPR Certification required.

OTHER

Transportation:

Must possess a valid California driver's license, have reliable transportation, a clean driving record and sufficient drivers insurance required by the State of California.

Physical Requirements:

Normal health center/interior office environment; see, hear, talk, walk or move about, sit and/or stand for long periods of time, reach, stoop, bend, lift up to 20 lb.; repetitive hand movement; use and view a computer; use a calculator, operate fax, copier, telephone; read and write English.

FLSA Status: Non-Exempt

Note: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential job.

I have read and understand the job description for my position of Telemedicine Coordinator.

Name

Date