



**ALASKA NATIVE TRIBAL HEALTH CONSORTIUM**  
 Office of Human Resources  
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| <b>TELEHEALTH COORDINATOR</b>        |                      |
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| <b>Approved Date: August 7, 2010</b> | <b>ICPA Level: 3</b> |
| <b>Job Code: 111211</b>              | <b>FLSA : Exempt</b> |

**JOB SUMMARY:** Under general supervision, provides public and community customer relations management, clinical assessment and training services to increase the utilization of Telehealth products and services.

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

**REPRESENTATIVE DUTIES**

Provides customer service relations management and performance consulting services to customers and other service providers using telemedicine products and services. Identifies and customizes clinical workflow of patient case data transmission among federal and non-federal healthcare organizations and international applications. Identifies opportunities for integration of customers and goals to improve patient care, increase provider job satisfaction, and make efficient use of funds and time. Markets products to new customers. Assesses, identifies and quantifies potential for increased use of products and services on initial contact and on an ongoing basis.

Analyzes clinical processes and workflow patterns, medical procedures, patient care patterns, and regulatory requirements. Tracks customer utilization and consumption of services. Works with customers to increase utilization and enhance revenue through strategic planning activities. Analyzes account and demographic information. Utilizes multiple information systems to create reports, perform research and strategic financial analysis, determine funds expenditures, and identify funding and Telehealth reimbursement management concerns. Provides customer account management for assigned healthcare organizations.

Provides clinical project management to evaluate, test and approve new hardware and software products. Collaborates with hardware and software product development staff to plan and design new and revised applications. Makes clinical assessments and recommendations on new products and services based on national and industry reviews, services and clinical applications. Collaborates with project management team to set appropriate project milestones.

Provides training on current software applications and new features to meet the training and cultural needs of adult learners at a variety of educational and skill levels. Utilizes appropriate training methodologies, adult learning concepts and facilitation skills; assures that training systems are results-oriented and return value to the organization. Recommends and reviews changes in adult learning strategies and technology training methodologies and applies that knowledge to improving training programs; develops revised training content to meet new objectives; updates training content and schedule. Researches, analyzes and evaluates new training materials. Plans and schedules Anchorage-based and on-site training for customers. Assists in the design of training manuals and related materials to support a fully integrated learning management system.

Assesses and evaluates utilization trends and Telehealth needs of current and potential customers. Serves as single point of contact for referral and resolution of all customer issues. Identifies and resolves problems within scope of authority. Solicits input from customers for new ways to use application software. Represents the customer and training department in organization meetings to resolve clinical and training issues. Compiles data for reports as directed.

Performs other duties as assigned or required.

**KNOWLEDGE and SKILLS**

- Knowledge of computer and telecommunications hardware and software systems.
- Knowledge of medical terminology, anatomy, physiology and concepts of disease.
- Knowledge of patient care activities, the hospital environment and how the services and functions interact.
- Knowledge of training theories and methods to develop training programs.
- Knowledge of clinical and healthcare-related software applications.
- Knowledge of diverse cultures and geographies.
- Knowledge of project management.
  
- Skill in training users in specialized software applications.
- Skill in data collection and analysis.
- Skill in researching, analyzing and evaluating new training materials and delivery methods.
- Skill in establishing and maintaining cooperative working relationships with customers and co-workers.
- Skill in operating a personal computer utilizing a variety of software applications.

**MINIMUM EDUCATION QUALIFICATION**

A Bachelor’s Degree in a clinical, health administration, or business field.

**MINIMUM EXPERIENCE QUALIFICATION**

Non-supervisory - Five (5) years experience in a clinical setting. An equivalent combination of relevant education and/or training may be substituted for experience.

**ADDITIONAL REQUIREMENTS**

Some non-standard work hours are required. Must be able to travel to remote locations by boat, snowmobile, ATV or small plane.

**MINIMUM PHYSICAL REQUIREMENTS**

The following demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position requires the ability to lift and carry approximately 50 pounds. May be exposed to extreme weather conditions. Work involves the potential for exposure to infectious diseases.

This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.

Signature below acknowledges that I have received a copy of my job description and my supervisor has discussed it with me.

\_\_\_\_\_  
Employee Acknowledgment

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date