

## **TELEMEDICINE SITE COORDINATOR SPECIALTY SITE**

### **General:**

This position reports directly to the Telemedicine clinic supervisor, and has primary responsibility for the daily operation of a Telemedicine Clinic. The Telemedicine Program utilizes systems designed for clinical episodes, but will also manage lower-end videoconferencing systems that will be used for administrative meetings and distance education. Thus, this position will be responsible for different levels of equipment usage. The incumbent will also assist with front office services which will include reception, scheduling, registration, authorizations and referrals, billing support, medical records, database creation, management, and report generation, and administrative support.

### **Purpose:**

As Clinic Operations Coordinator, provide support for all activities involving specialty consultation services via telemedicine at various telemedicine consult sites throughout the Specialty Center Campus. Ensure that remote sites adhere to registration, referral authorization, delivery and evaluation protocols; collect data for analysis; provide support to physicians and other providers during consultations, and provide basic registration, billing, and database management and reporting services. Responsible for basic troubleshooting of video equipment as needed.

### **Duties:**

#### **CLINIC ASSISTANCE AND PATIENT CARE COORDINATION**

- Answer referring physician questions appropriately and within the realm of knowledge/expertise, and expediently and appropriately relay the information to the proper clinician. Provide follow-through to ensure that all issues/questions are resolved.
- Serve as the primary contact for scheduling telemedicine consultations in the Main Hospital telemedicine suites. Act as a liaison between referring physicians, Specialty physicians, and clinic staff.
- Prepare main consult room and equipment prior to scheduled consults. Make sure successful video connection has been made, and stand-by during consult to provide technical assistance when necessary.
- Communicate with Telemedicine clinic staff regarding consult and patient schedules, and advise when changes are needed.
- Distribute clinic schedules, promotional material, documents, satisfaction surveys, and various items of information to on-site medical staff.
- Responsible for the smooth operation of the consult clinic. Duties include notifying specialist of upcoming appointments, printing daily patient schedules, gathering appropriate medical record information, and remaining on-site during consults to assist with unforeseen difficulties.

# TELEMEDICINE SITE COORDINATOR SPECIALTY SITE, page 2

- Triage incoming telephone calls and appropriately handle each call by obtaining adequate information to make a proper telemedicine referral and schedule the teleconsultation.
- Responsible for patient registration, scheduling and billing activities for all patients seen via telemedicine. Prepare bills, check for completeness, and forward to billing personnel for processing. Reconcile reports and resolve discrepancies.

## **ADMINISTRATION**

- Adhere to performance standards specified in Operations Policy and Procedures Manual.
- Responsible for data collection, entry, and report generation utilizing database software.
- Assist in scheduling faculty coverage for telemedicine clinic.
- Participate in quality improvement and program development activities.
- Coordinate and participate in demonstrations upon request from Program Coordinator, Department Manager and Medical Director.
- Provide back-up coverage for clinic phones, and clinic-related activities at other Telemedicine consult suite sites on an as-needed basis.
- Other related telemedicine duties as defined by Clinic Supervisor.

## **TECHNICAL ASSISTANCE**

- Independently troubleshoot minor technical difficulties, and escalate to technical staff when appropriate.
- Coordinate with the technical support team to ensure problems and system development needs are addressed.

## **SKILLS, KNOWLEDGE AND ABILITIES**

- Excellent verbal and written communication skills, and the demonstrated ability to understand and to convey information clearly.
- Telemedicine clinic experience and Knowledge of various telemedicine technologies preferred.
- Experience working in or with a rural clinical setting with technicians, nurses and physicians preferred.
- Experience working in an academic clinical environment preferred.
- Experience working in or with correctional facilities preferred.

## **TELEMEDICINE SITE COORDINATOR SPECIALTY SITE, page 3**

- Excellent computer skills and an ability to learn and understand the general technical requirements for the telemedicine systems.
- Ability to provide basic technical support and to triage more difficult problems to appropriate staff.
- Ability and skill to proficiently operate a PC for Excel, Word, Word Perfect, Access, Internet.
- Organizational skills to prioritize workload and meet deadlines, develop and carry-out project assignments in an efficient and timely manner and to provide accurate and succinct documentation of activities.
- Demonstrated ability to communicate effectively with physicians, clinical and technical staff.
- Ability to positively represent Specialty Center to external organizations and remote sites.
- Skill to exercise tact, courtesy and diplomacy when dealing with individuals at any level within or outside the Specialty Center.
- Ability to recognize relationship challenges with referring sites and specialists, and the ability to initiate appropriate action to resolve them.
- Analytical skills to independently and tactfully assume responsibility for coordination and completion of complex projects requiring interactions with many individuals in a matrix organizational structure.
- Skill and ability to analyze financial data and compile accurate reports to meet monthly deadlines.
- Ability to maintain confidentiality, exercise discretion, use independent and mature judgment, work without close supervision and commit to excellence.
- Ability to work with minimal direction and to take the initiative to follow-up on projects.
- Ability to work in an isolated environment without the assistance of team members for extended periods of time.