

TELEMEDICINE SITE COORDINATOR PATIENT SITE

General:

Serve as point-of-contact for telemedicine activities at health care facility. Responsible for operation of telemedicine program at individual site. Schedule appointments, set up and test equipment, collect evaluation data, support physicians and other providers during consultation, promote program in local community.

PROGRAM COORDINATION

- Serve as the primary contact for scheduling of the telemedicine and videoconferencing equipment.
- Organize on-site training for users of the telemedicine, videoconferencing, and remote monitoring systems.
- Responsible for working with appropriate site staff to bill for telemedicine services.
- Organize demonstrations of the system for visitors.
- Provide or arrange for basic technical support and perform or provide for general system maintenance.
- Coordinate with the technical support team to ensure that problems and system development needs are addressed.
- Assist in data collection and report generation.

TELEMEDICINE CLINIC ADMINISTRATION

- Triage incoming telephone calls and appropriately handle each call by obtaining adequate information to make a proper telemedicine referral, and schedule the teleconsultation.
- Prepare 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.
- Create and distribute telemedicine clinic schedules, promotional material, documents, consent forms, satisfaction surveys, and various items of information to on-site medical staff and patients.

PATIENT CARE COORDINATION

- Answer patient/family and referring physician questions appropriately and within the realm of knowledge/expertise, and expediently and appropriately relay the information to the proper. Provide follow-through to ensure that all issues/questions are resolved .

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- Act as a liaison between referring physicians, patients, staff and consultants, clinic staff, patient accounts, funding sources, and other departments or services as needed.
- Assist the consultant physician with scheduling the patient for clinic appointments, procedures or with a direct admission, if the patient requires hospitalization, as outlined in health facility protocols.

EDUCATION AND OUTREACH

- Facilitate the operation of continuing educational programming utilizing the telemedicine equipment.
- Responsible for scheduling telemedicine facilities and for the technical preparation for educational sessions.

SKILLS, KNOWLEDGE AND ABILITIES

- Good verbal and written communication skills.
- Experience working in a clinical setting with technicians, nurses and physicians.
- General knowledge of patient scheduling systems and billing system.
- Computer skills and an ability to learn and understand the general technical requirements for the telemedicine system. With training, ability to provide basic technical support and to triage more difficult problems to appropriate staff.
- Proficiently operate a PC, and experience with/or ability to learn word processing, spreadsheet, database, e-mail and internet programs (Excel, Word, Access, etc.).
- 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 and clinical staff. Ability to positively represent telemedicine to external organizations and participants.
- Ability to exercise tact, courtesy and diplomacy when dealing with individuals at any level.
- Ability to maintain confidentiality, exercise discretion, use independent and mature judgment, work independently without supervision and commitment to excellence.