

JOB DESCRIPTION – REMOTE SITE COORDINATOR

The Site Coordinator serves as the prime contact person at the remote (patient) service location. This person serves as an advocate for telemedicine within the facility, coordinates the actual use of the equipment by various interested parties (education, patient services, administration) as appropriate, assures proper policies and procedures are in place locally, assists with data collection and evaluation activities at the local facility, and coordinates with other staff to assure Medical Staff requirements are met.

DUTIES AND RESPONSIBILITIES:

1. Be an advocate of telehealth services within the facility/organization/clinic.
 - Possess a positive attitude towards technology.
 - Assists in recognizing possible uses for interactive video within the facility
2. Coordinate the installation of telehealth equipment.
 - Determine with Administration and other appropriate departments what facility rooms should be wired for education, meeting and physician consultation use and the method by which this will be completed.
 - Coordinates with IT or local tele-communication provider
3. Develop/Coordinate a scheduling system/procedure to schedule telehealth equipment usage.
 - Has working knowledge of facility's room scheduling system and how to coordinate telehealth events
 - Schedules/coordinates events with Hospital staff and other telehealth site coordinators as necessary
 - Receives requests and arranges room and equipment to meet needs
4. Develop a system to prepare the necessary equipment prior to a telehealth event. (clinical, educational or administrative)
 - Schedules necessary equipment as required for event
 - Assures that required staff are properly trained on the use of equipment.
5. Instructs the participant on how to use the equipment and advises regarding appropriate courtesy during telehealth conferences and events.
 - Instructs the participant on how to use the video equipment as determined by the event.
 - Examples:**
 - For a meeting, how to mute and un-mute and adjust volume.
 - For clinical how to change video sources, etc.
 - Instructs participants on video courtesy and expectation while participating in a video event.
6. Assist in solving problems that may occur during a telehealth event.
 - Has working knowledge of how to properly use the equipment
 - Can perform basic troubleshooting
 - Knows resources to contact for additional help.
7. Assures appropriate policies and procedures are in place.
 - Policies and procedures pertinent to facility are developed
 - Suggested policies: scheduling a education event, scheduling a clinical consult, informed consent, promoting patient confidentiality/privacy, procedural policies, etc.

8. Develop a system to provide for educational presentations and meeting requirements.
 - *Coordinates with local staff or requestor and event provider to assure that appropriate staff are informed of the event, (poster, mailings, e-mail, etc) and handouts available*
 - *Sees that required equipment is present and ready*
 - *Promotes an environment conducive to learning*
 - *Assure that a member present can operate all necessary equipment*
 - *Adheres to acceptable video conferencing etiquette and instructs event attendees on the same*
 - *Has required sign in sheets, evaluations and handouts available for presentations are required*
 - *Returns sign in sheet and evaluations within 2 weeks to assure CEU's being provided to the participant.*

9. Complies with required standards.
 - *Complies with facility policies on infection control, safety, orientation, confidentiality, security, competency, etc*

10. Develops a system to provide for clinical applications as appropriate.
 - *Establishes with appropriate department procedure for clinical consults*
 - *Provides equipment training*
 - *Assures competency of staff assisting with consult*
 - *Provides requested equipment and peripherals*
 - *Promotes patient privacy and confidentiality*
 - *Assures that require documentation is completed*

11. Coordinates with other staff to assure Medical Staff requirements are met
 - *Coordinates credentialing of consulting physician as necessary*
 - *Has the Informed Consent available for patient to sign*
 - *Assist nursing as necessary with coordinating for the clinical process*

12. Assists in data collection, evaluation, reporting and performance improvement activities as they apply to telehealth
 - *Maintains required logs*
 - *Provides required data on a timely basis*
 - *Assures completion of participant evaluation forms as requested*
 - *Distributes contact hour certificates as appropriate*
 - *Reports complaints to appropriate facility*
 - *Provides other data and information as requested for grants reports and system evaluations*