

REGIONAL TELEHEALTH COORDINATOR AT SHRINERS HOSPITALS FOR CHILDREN

JOB DESCRIPTION

Under the direction of the Corporate Director of Telehealth, the Regional Telehealth Coordinator will work collaboratively with corporate Telehealth and local Hospital team members to ensure a seamless Telehealth clinic workflow. The Regional Telehealth Coordinator will coordinate Telehealth care for Shriners Hospitals for Children (SHC) from the Home Office in Tampa, Florida to the remote site and assist with overall program analytics and data tracking. The Regional Telehealth Coordinator will be responsible for scheduling and administrative support for the providers and staff at the local hospital and/or clinic. The Regional Telehealth Coordinator will serve as a local point of contact and will be responsible for the local site Telehealth operations, ensuring that remote sites adhere to registration, referral authorization, delivery and evaluation protocols. The Regional Telehealth Coordinator will promote the Telehealth services to partners and affiliates, hospitals, and the local community, and will work with the Director of Telehealth to ensure practice consistency and on-going service improvement and optimization.

POSITION RESPONSIBILITIES:

- Coordinates local Telehealth projects and completes assigned tasks as directed by Telehealth and Hospital leadership
- Responsible for Telehealth patient registration, scheduling, data tracking and reporting for multiple sites:
 - Performs patient registration and scheduling for Telehealth services
 - Data tracking/entry: runs or requests reports for data needs
 - Develops data analytic reporting for Telehealth service
 - Reports volumes and quality data on Telehealth dashboard
 - Utilizes appropriate tools and techniques for efficient data collection and reporting
 - Telehealth knowledge resource:
- Maintains Telehealth content management site with relevant resources and reports for hospitals
- Maintains affiliate, partner and regional spoke site contact list and regularly communicates with remote site contacts
- Provides support for Telehealth applications as needed to providers and spoke sites
- Maintains a comprehensive understanding of Telehealth technologies and department procedures.
- Captures, catalogs and archives patient consent forms, satisfaction survey data and other various items of information.
- Supports local Telehealth operations by completing other duties as assigned or requested:
 - Prepares the consult room (if applicable) and equipment prior to the scheduled Telehealth consult.
 - Ensures the Telehealth equipment is working properly (in conjunction with I.S. Support).
 - Stands by during the consult to provide technical and/or operational assistance when necessary.

- Responsible for the smooth operation of the Telehealth clinic. Duties include:
- Notifying physicians of upcoming appointments
- Gathering appropriate medical record information and remaining on-site during consults to assist with unforeseen difficulties
- Answering patient, family and physician questions appropriately and within the realm of knowledge / expertise, and relaying this information to the proper physician(s)
- Expediently and appropriately relaying necessary encounter information to the care team
- Providing follow-up to ensure that all issues / questions are resolved
- Acting as a liaison between referring physicians, patients, staff and consultants, clinic staff, patient accounts and other departments or services as needed
- Assisting the consulting physician with scheduling the patient for clinic appointments, procedures or with a direct admission – as outlined in SHC protocols
- Organizing demonstrations of the Telehealth system for physicians, patients, dignitaries and other appropriate visitors
- Organizing and providing on-site training for local Telehealth users. Facilitating continuing education and ensuring a competent and operational Telehealth staff
- Working with appropriate local site staff to ensure Telehealth encounters are properly coded and billed
- Coordinating with the technical support team to ensure that issues and system development needs are addressed
- Participating in quality improvement and program development activities
- Possessing and maintaining current in-depth Telehealth knowledge – relevant to clinical service line – and as relevant to the job role
- Working with local and enterprise staff to standardize and optimize Telehealth services
- Other related Telehealth duties as defined by Telehealth Director

JOB REQUIREMENTS

The qualified candidate will have experience in the following areas:

- 2-3 years' experience in a health care environment required
- 3-6 years' experience in a health care environment preferred
- Telehealth operations experience preferred
- Experience working in a children's hospital or similar healthcare setting preferred
- Experience working in a healthcare setting with dependence on technology preferred
- Bi-Lingual (English/Spanish) preferred

Minimum Education Required/Preferred:

- Associates Degree in relevant field required
- Bachelor's Degree (B.S., B.A., etc.) in relevant healthcare field strongly preferred
- Clinical certification and/or degree (CMA, LPN, BSN, etc.) preferred

Knowledge, Skills, and Competencies:

- Database management skills including querying, reporting, database management and document generation required
- Must be able to demonstrate competency in Microsoft Office Applications (Excel, Word, PowerPoint, Outlook, etc.) required

- Ability to work autonomously (organized self-starter requiring little supervision to focus on and accomplish required tasks) required
- Ability to adapt to flexible work schedules and frequent interruptions required
- Ability to problem solve, make decisions and effectively communicate issues and progress to SHC Leadership required
- Knowledge of healthcare environment and healthcare delivery systems required
- Proven ability to maintain strict confidentiality with regard to provider information and understanding / adherence to sound physicians HIPAA Privacy & Security policies and procedures required
- Must be able to work cohesively in a team oriented environment and be able to foster good working relationships with others both within and outside the organization required
- Well-organized, detail oriented and able to meet deadlines with minimal errors required
- Strong written, phone, and verbal communication skills; proven ability to communicate with doctors, hospital administration and other members of hospital staff required
- Ability to plan, organize, and manage multiple tasks concurrently required

ABOUT US

Shriners Hospitals for Children® is changing lives every day through innovative pediatric specialty care, world-class research and outstanding medical education. Our 22 facilities, located in the United States, Canada and Mexico, provide advanced care for children with orthopaedic conditions, burns, spinal cord injuries, and cleft lip and palate.

Walk into a Shriners Hospitals for Children® and the first thing you notice is that it does not feel like a hospital at all. In our hospitals you will find colorful spaces, smiling children and people who are passionate about caring for kids. Everything we do here is designed to make children and their families feel at home, while delivering life-changing medical care.

Shriners Hospitals for Children® offers career opportunities to clinical and non-clinical professionals; as well as educational and research opportunities. The work environment is mission driven, high quality and provides great satisfaction to all professionals through the unique health care setting.

We are an equal employment opportunity employer committed to providing challenging and rewarding careers in an environment based on our corporate values - excellence, innovation, commitment, integrity, teamwork and stewardship.

To learn more about our team of professionals, join our Talent Network today!

What is a Talent Network?

Talent Networks enhance your job search and application process. Whether you choose to apply or just leave your information, we look forward to staying connected with you.

Why Join?

- Receive alerts with new job opportunities that match your interests
- Share job opportunities through Social Media or email