

JOB DESCRIPTION

Title: **Telemedicine Coordinator**

Job Summary: This position reports directly to the Director of General Services. Responsible for daily operation of clinic Telemedicine sites; schedule appointments, set up and test equipment; collect evaluation data, support physician and other providers during consultation and promote program in local community.

Job Duties

- (1) Serve as the primary contact for scheduling of the telemedicine (with the exception of telepsychiatry under the Behavioral Health Dept) and video conferencing rooms.
- (2) Responsible for the billing process for telemedicine services.
- (3) Coordinator with an outside technical support team to ensure all problems and system development needs are addressed.
- (4) Provide excellent public relations and support for the marketing of telemedicine services available.
- (5) Assist in data collection and report generation under the direction of the Director of General Services.
- (6) Other related telemedicine duties as directed by the Director of General Services.

Clinical Duties (20%)

- (7) Assist provider to set up an appointment for patients to consult through telemedicine unit with specialty providers.
- (8) Remind patient and provider in a timely matter of their telemedicine consultation.

- (9) Prepare consultation room and equipment prior to scheduled appointment. Make sure successful video connection has been made, and stand-by during consultation to provide technical assistance when necessary.
- (10) Assist patient and provider with paperwork requirements prior to the telemedicine consultation as indicated in the telemedicine policies and procedures.

Patient Care Coordination (20%)

- (11) Act as a liaison between referring physician, patients, specialty physicians, clinic staff, admissions, patient accounts, funding sources, and other departments or services as needed.

Education and Outreach (20%)

- (12) Facilitate the development of continuing educational programming utilizing the telemedicine equipment and/or consultants by coordinating between an outside Continuing Medical Education Program with all medical staff who is to require taking it.
- (13) Responsible for scheduling telemedicine facilities and for the technical preparation for educational sessions.
- (14) Promotes and believes in NHSI mission statement “Health for All”.
- (15) Ability to relate to the public regardless of ethnic, religious and economic status.

Qualifications, Education and Experience:

1. High School diploma
2. Excellent verbal and written communication skills, comprehend and convey information clearly.
3. Some experience in a clinical setting. Certified in medical assistant is preferred.
4. General knowledge of clinic scheduling systems, billing system and general knowledge of reimbursements mechanism and payor requirements.
5. Excellent computer skills and an ability to learn and comprehend the general technical requirements for the telemedicine systems. Ability and skill to proficiently operate a PC for Excel, Word, Internet and other software requirements as needed.
6. Demonstrate ability to communicate effectively with physician and clinical staff.
7. Ability to maintain confidentiality exercises discretion, use independent and mature judgement, work independently without supervision and commit to excellence.

Responsible To: Director of General Services

Classification: Full or Part Time Position, Non-Exempt

Salary Scale: Group IV/C

Approved By: _____

Date: _____