



## POSITION DESCRIPTION

### **HOME PROGRAM SERVICES COORDINATOR**

Reports To: Home Programs Manager

Position Status: Non-Exempt

Supervises: No one

Effective Date: 05.01.2022

### **POSITION SUMMARY**

The Home Program Services Coordinator is responsible to the Home Programs Manager for essential administration tasks across multiple home dialysis facilities. These tasks include answering and triaging phone calls, scheduling patients, medical reception duties, office services, obtaining and uploading all medical records, maintaining electronic patient charts, and unit supply ordering and stocking. The position is also responsible for communications and electronic correspondence with patients, laboratories, physicians, hospitals and other persons or organizations to coordinate collection of patient treatment logs, location of treatments, medications, and other medical supplies for inventory control and billing purposes. The Home Program Coordinator fosters meaningful patient experiences by answering patient and family inquiries both telephonically and in-person, assisting with travel needs and correspondence, and escorting patients between the main entry and home exam rooms, when needed. Must be proficient in the Microsoft Office Suite, able to operate necessary office equipment and utilize additional computer software including internal and external electronic medical record systems, materials management information systems, scheduling software, and laboratory portal.

### **DUTIES AND RESPONSIBILITIES**

1. Plans and arranges day-to-day workload with supervisory and/or other personnel and facilitates center/unit operations.
2. Responsible for all intake calls and triaging calls as necessary.
3. Responsible for scheduling of patients for services, clinics, urgent needs.

4. Responsible for medical reception activities, facilitating day-to-day functions, and appointments, and preparing patient forms and letters on schedule as requested. These plans are based on established procedures and practices.
5. Monitors patient treatment venues (hospital, home, in-center) and notes this information into the EMR.
6. Assists/tracks coordination of surveys of patient's home, scheduling of electrical and plumbing alterations at homes, monitoring of home equipment and home supply inventory.
7. Coordinates patient portal registration and access as needed.
8. Assists in transporting patients from the front door to the unit and back to the front door as needed
9. Completes reports/audits as requested by Home Leadership, i.e., monthly audit reports, QAPI prep reports, daily charges, etc.
10. Monitors patient travel and assists in coordination of vendor deliveries for patient travel as well as coordinating loan of NKC travel cases.
11. Assists in coordination/tracking/ordering/stocking of unit & patient inventory supplies and assists in communication for supply delivery.
12. Maintains PD/HH Appointment scheduling program.
13. Helps to orient new employees to the Peritoneal and Home Hemodialysis department.
14. Provides office and other designated services such as data entry and filing, restocks medical supplies and distributes department mail.
15. Operates all office equipment such as telephones, computers, fax machines, copiers and all software used in the department.
16. Tracks hospitalizations/EDIE's/medical record requests.
17. Monitors completion of POC's and other medical documentation.
18. Performs other duties and responsibilities as may be required.

## **JOB CONDITIONS AND PHYSICAL EFFORT**

1. Must be able to communicate effectively in English on the phone, in writing, and in person.
2. Must be able to use a computer keyboard, mouse, and pull-down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.
3. Physical activities require the ability to stoop, kneel, crouch, and reach; stand, walk, push, pull, lift; use fingers to manipulate items, grasping, feeling; talking, hearing, repetitive motions of hands, wrists, fingers, and good eye-hand coordination.
4. Other qualifications include involvement in appropriate professional committees and willingness to work with hepatitis and HIV positive patients/employees following NKC recommended guidelines, and performance of continuing education responsibilities.
5. The physical requirements include the ability to lift/move objects weighing up to fifty pounds infrequently, and lift/move objects weighing up to 35 pounds more frequently.

## **CUSTOMER SERVICE STANDARDS**

All staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; Show courtesy. Recognize customers' needs, Respect privacy.
2. **CONCERN:** Listen to customers; Express appreciation; Be non-judgmental; Take responsibility.
3. **CONFIDENCE:** Show a positive attitude; Take personal initiative. Inform; Educate and reassure; Provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; Maintain a professional appearance; Establish teamwork; Show professional competency.

## **EDUCATION AND EXPERIENCE**

The Home Programs Services Coordinator should have the equivalent of high school graduate level training and the equivalent of one-year previous medical reception experience with responsibilities for public contacts and use of medical terminology.

General office skills and experience with Microsoft Office products. Excellent communications skills are required.

**The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.**

**Review and Approval**

Vice President of Clinical Services/CNO \_\_\_\_\_ Date \_\_\_\_\_

Interim Vice President of Human Resources Date \_\_\_\_\_