

POSITION DESCRIPTION

Clinical Unit Coordinator

Reports to: Clinical Unit Manager

Position Status: Non-exempt

Supervises: None

Effective Date: 9.06.19

GENERAL SUMMARY

The Clinical Unit Coordinator is responsible to the Clinical Unit Manager for the oversight of the general Clinical Unit Coordinator duties. This includes but is not limited to the clerical duties, preparation and coordination of lab work, patient transportation, EMR data scanning, reporting and documenting entries, running daily and monthly reports then submitting them to the appropriate person or department. In addition, organizing, maintaining and ordering supplies would be included in these duties. All while utilizing Kaizen principles for improvement.

The Clinical Unit Coordinator is responsible for the first impression patients have for the unit. Customer service skills are crucial. They must also answer phones and transfer the caller to the appropriate person.

DUTIES AND RESPONSIBILITIES

1. Excellent customer services skills exuberated by a professional demeanor while communicating with all individuals whether in person or electronically
2. Organize daily Clinical Unit Coordinator duties to support the needs and activities of the Unit
3. Assist with managing Kaizen Visual Board
4. Daily contact with patients, families, physicians, hospitals, labs, pharmacies, dispatchers, and others as needed to coordinate activities of the unit and perform job responsibilities
5. Scan and upload documents into EMR
6. Assist with Continuity of Care
7. Maintain Emergency Procedures Notebook, along with Red Patient Emergency Notebook.
8. Order unit stock and supplies. Unload, maintain and organize stock deliveries, tracking expiration dates as appropriate.
9. Coordinate all lab preparation

10. Assist with the blood transfusion process according to our Standard Work
11. Assist in the preparation of patient schedules and wait lists
12. Assist in the orientation of new staff
13. Coordinate the ordering and replacement of patient education materials
14. Assist in any emergent patient transportation needs
15. Prepare New Patient Packets for new admissions
16. Assist with travel requirements for patients that will be traveling outside of NKC facilities
17. Contacts new patients with schedule and "need to know" information about starting dialysis at NKC.
18. Helps assist in transportation for patients
19. Adapts admission procedures to be consistent with changes in NKC policies.
20. Participates in Kaizen projects and initiates and promotes change through Kaizen PDCA principles. This may include development of new forms and/or communication tools.
21. Promotes collaborative work with referring nephrologists and facilities, with outreach efforts as needed.
22. Performs other duties and responsibilities as required
23. Performs special projects and other duties as assigned

SUPERVISION and COORDINATION

The position does not regularly supervise other persons but will require working directly with other NKC departments, and collaboratively with hospitals, MD's, nursing homes, rehab centers, etc.

EXTERNAL CONTACTS

This position has contacts with physicians, caseworkers, patients and patient families, community service organization representatives, skilled nursing facilities, and other health care organizations.

DECISIONS

The position is responsible to the Clinical Unit Manager for all decision making. Guidance will be provided by the Lead Unit Coordinator.

JOB CONDITIONS

1. Must be able to multi-task and work in complex/urgent, time sensitive and personally challenging situations.
2. Must be able to use standard office equipment, and intermediate knowledge of the Microsoft Office Suite. Must be able to demonstrate use of appropriate software after training.
3. Must have the ability to occasionally lift/move objects weighting up to 25 lbs.
4. Travel to other NKC facilities and other non-NKC facilities is required occasionally to attend meetings outside of home unit, must provide own transportation.
5. Duties and responsibilities are performed in clinical dialysis units, professional office space, and offsite locations. The Clinical Unit Coordinator may be exposed to fumes, blood and other body fluids.

CUSTOMER SERVICE STANDARDS

Staff is responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; show courtesy; recognize customer's 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 Clinical Unit Coordinator should have the equivalent of a high school diploma while proficient in keyboarding, Microsoft Office programs, communications related training, and it is preferred the equivalent of one year previous medical reception experience with responsibilities for public contacts and use of medical terminology. Other qualifications include the willingness to work with seriously ill patients following the NKC recommended guidelines and other duties as 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



VP of Patient Care Services, CNO

9.06.19

Date



Vice President of Human Resources
& Chief HR Officer

9.06.19

Date