



## POSITION DESCRIPTION

### Admitting Intake Specialist

Reports to: Clinical Director

Position Status: Non-Exempt

Supervises: No One

Effective Date: 3/13/2023

### **GENERAL SUMMARY**

The Admitting Intake Specialist manages the referral process for all patient admissions to Northwest Kidney Centers. Patient admissions include:

- Patients new to dialysis.
- Transfers from other outpatient dialysis facilities.
- NKC patients who have not dialyzed at NKC for over 30 days.
- NKC patients who are changing modalities (in-center dialysis to a home modality, or home modality to in-center hemodialysis)
- Transient patients who temporarily dialyze at NKC from out of area providers.

Patients can be either acute or end-stage renal disease.

The Admitting Intake Specialist facilitates communication with external referring providers and NKC internal departments to ensure safe and proper placement of patients. This position may be required to assist Northwest Kidney Centers in times of weather/other operationally urgent situations.

### **DUTIES AND RESPONSIBILITIES**

1. Manages the NKC referral process for patients requesting dialysis treatment with Northwest Kidney Centers, including but not limited to coordination and communication with nephrologists and their offices, hospital and nursing home staff, non-NKC dialysis facilities, NKC dialysis unit staff, social workers, medical records, and patient finance coordinators.
2. Obtains required medical information for an admission. This requires exceptionally high attention to detail, including differentiating between Hepatitis screening labs, diagnosis code completion, etc.
3. Initiates the referral to Patient Finance once face sheet, referral, initial orders and 2728 form received.
4. Works collaboratively with the clinical director to identify medically complex referrals and readiness for placement, consulting as needed with CMO for medical concerns.

5. Utilizes tools available that transparently tracks the referral pathway. Documents what has been received and completed electronically so it is visible to the admitting team.
6. Clearly addresses needs and communications via fax, email, and telephonically while promoting a collaborative and customer service-based relationship.
7. Schedules patients in accordance with clinical needs, demographics, and unit capacity. Communicates plan with the referring nephrologist and clinic's IDT, hospital, and care facilities as appropriate.
8. Communicates with hospital, physician offices, and/or patients with first run information.
9. Schedules interpreter, if needed, for initial outpatient dialysis appointment.
10. Under pressures of time and urgency from nephrologists and institutions seeking to discharge a patient, ensures that referrals are processed expediently, and placements are made that maximize patient safety.
11. Adapts admission procedures to be consistent with changes in NKC policies. This includes access to hospital EMR systems to collect information required to admit patients.
12. Participates in meetings, calls, etc. to promote process improvement, consistent practice, and transparency. This may include short or long-term interdepartmental projects.
13. Provides cross coverage for patient scheduling, transportation, and interpreter services as needed.
14. In conjunction with the Clinical Director, reviews admissions policies.
15. Promotes collaborative work with referring nephrologists and facilities, with outreach efforts as needed.
16. Performs special projects and other duties as assigned.

## **PLANNING**

The position is responsible for facilitating organization of medical and dialysis information activities through coordination of the patient referral process, and performing planning required for projects and activities. These plans are based on established procedures and practices.

## **SUPERVISION and COORDINATION**

This position does not supervise other NKC employees.

The Admitting Intake Specialist is responsible for coordinating medical and dialysis admission information and activities with patients, nephrologists and other NKC personnel. The Admitting Intake Specialist must be able to communicate effectively with NKC leadership as well as referring nephrologists and providers, via excellent written and oral presentation skills.

## **EXTERNAL CONTACTS**

This position has contact with patients, physicians, hospitals, and other medical facilities, government agencies, hospital ERM's, and other persons or organizations. These contacts are required to help facilitate medical and dialysis information activities and perform projects or other responsibilities.

## **DECISIONS**

The position is responsible to the Clinical Director for decision-making required to perform Admitting Intake Specialist duties and responsibilities. These decisions are based on established procedures and practices. Typical decisions include evaluating and determining patient referral priorities; determining the appropriate procedures to be used in obtaining patient medical information; and consulting with NKC Leadership Team regarding any unusual circumstances involving a patient referral.

## **JOB CONDITIONS**

Must be able to communicate effectively in English on the phone, in writing, and in person. Duties and responsibilities are performed in an office environment. Must be able to multi-task and work in complex/urgent, time sensitive and personally challenging situations.

Physical activities require the ability to stand, walk, stoop, kneel, crouch, reach, lift; fingering, grasping, talking, hearing, and repetitive motions of hands, wrists, and fingers. Requires a high-level of hand-eye coordination. Must have strong visual acuity to read and inspect information on monitors and in medical documents.

Physical requirements include the ability to lift/move objects weighing up to ten pounds occasionally, and up to five pounds frequently. The individual in this position operates the phone, computer, copier, and other office equipment as required. Demonstrated skills in Microsoft Office Products and knowledge of clinical software programs are required.

## **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 Admitting Intake Specialist preferably has at minimum a 2-year college degree. Requires expertise in Microsoft Office products, including excel spreadsheet development.

Requires one year of previous experience in a clinical dialysis environment with demonstrated abilities for handling details, knowledge of medical terminology, coordinating medical information, and demonstrated experience with building business relationships. Basic knowledge of payor types (insurance) applicable to kidney disease patients valuable.

**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**

DocuSigned by:

  
Liz McNamara

F43CCB1AB7684F7...

Chief Administrative Officer

3/22/2023

Date

DocuSigned by:

  
Liberty Stansberry

4C89012C2B2D4C7...

VP of Human Resources/CHRO

3/16/2023

Date