



## **POSITION DESCRIPTION**

### **Patient Transportation Program Specialist**

Reports to: Director of Admitting,  
Patient Placement & Transportation

Position Status: Non-Exempt

Supervises: No one

Effective Date: 02/01/2022

### **GENERAL SUMMARY**

The Patient Transportation Program Specialist is responsible to the Director of Admitting, Patient Placement, & Transportation for the management and coordination of dialysis transportation for eligible patients. This position provides analysis, complaint resolution and monitoring of patient status for transportation. Interfaces with leadership of the major transportation providers as well as with NKC staff and patients.

### **DUTIES AND RESPONSIBILITIES**

1. Primary duties are scheduling and updating standing rides for patients and completing investigations of complaints related to NKC's patient transportation program.
2. Serves as a resource for NKC staff for problem- solving unique situations impacting transportation, e.g., transportation options for stranded-at-dialysis patients.
3. Monitors and maintains NKC programs that require tracking and attention to detail: Hopelink Medicaid Pending and Hopelink Reimbursement of Rides.
4. Monitors status of patients whose transportation may be affected by infectious disease status and makes changes to rides or informs staff when service will be compromised.
5. Communicates with Metro Access and Hopelink leadership on a quarterly basis or as needed to work on areas of concern and suggestions for improvement
6. Reviews and approves billing for NKC contracted transportation, including UBER for Health and Yellow Cab contracts (multiple companies).
7. Coordinates and completes special transportation-related projects with Patient Services Assistants, including holiday closure, unit rescheduling of multiple patients, and emergency diversion of patients.

8. In conjunction with the Admitting Director, updates Transportation resources for patients and staff on KNET and maintains/updates/writes new policies relating to Transportation in Policy Manager. Keeps up to date on regional transportation resources and service areas.
9. Provides training and support to social workers, unit coordinators and other NKC staff to help them work most effectively with transportation providers.
10. Defines and revises transportation-related tasks managed by NKC Transportation department vs. those managed by unit social workers and unit coordinators. Works in coordination with the Director of Admitting, Patient Placement & Transportation to communicate any changes.
11. Reviews SAS relating to transportation and incidents where lack of transportation contributed to a poor patient outcome. Work with transportation provider to give input and/or request corrective action.
12. Triage complaints re transportation failures as experienced by patients. Acknowledge all and problem solve. Elevates complaints causing patient injury, fall, hospitalization, or any other adverse event to transportation service management.
13. Provides back-up for coordination of and assistance to admissions team as well as interpreter services required for non-English speaking patients, an assignment usually managed by Patient Services Assistant.
14. Forwards to appropriate social workers notifications from Metro Access of expiring riders.
15. Performs other duties and responsibilities as may be required.

### **PLANNING**

The position reports to the Director of Admitting, Patient Placement & Transportation for major decisions on areas such as NKC staff roles in supporting transportation.

### **SUPERVISION and COORDINATION**

The Patient Transportation Program Specialist reviews all outstanding transportation requests to insure timely completion of tasks and internal communication about outcomes.

### **EXTERNAL CONTACTS**

The position has contacts with patients, families, leadership of transportation services and other regional organizations, such as King County Public Health or Northwest Emergency Response Network.

## **DECISIONS**

The position is responsible to the Director of Admitting, Patient Placement, & Transportation for decision-making beyond routine requests for transportation assistance, these decisions are based on policies and practices. An example is: use of private pay transportation when infectious disease condition of patient precludes use of patient's customary transportation.

## **JOB CONDITIONS**

Must be able to communicate effectively in English on the telephone, in writing, and in person. Duties and responsibilities are performed in an office environment. The Patient Services Assistant is not substantially exposed to adverse environmental conditions.

Physical activities require the ability to stoop, reach; walk, pull, push; sit for extended periods; use fingers to manipulate items; talking, hearing; and repetitive motion of hands, wrists, fingers. Requirements include the ability to lift/move objects weighing up to ten pounds occasionally, and lift/move objects weighing 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 Patient Transportation Program Specialist preferably has at minimum a 2-year college degree. The Patient Transportation Program Specialist should have previous transportation scheduling experience and demonstrated ability to work effectively with a variety of individuals. They will need to have skills of organization and prioritization in the face of multiple requests for transportation assistance. The individual should be able to work under limited supervision. Experience with a variety of computer programs is preferred. Familiarity with document downloading and intermediate to advanced skills in Excel 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**

<div>DocuSigned by:  F43CCB1AB7684E7...</div> <div>Chief Administrative Officer</div>	<div>3/14/2023</div> <div>Date</div>
<div>DocuSigned by:  4C89042C2B2D4C7...</div> <div>VP of Human Resources/CHRO</div>	<div>3/20/2023</div> <div>Date</div>