

POSITION DESCRIPTION

Admission Liaison

Reports to: Clinical Director of Operations and Logistics

Position Status: Non-Exempt

Supervises: None

Effective Date: 6.19.2025

GENERAL SUMMARY

The Admission Liaison serves as the first point of contact for new patients and referral partners, embodying NKC's mission, vision, and values through compassionate, knowledgeable, and responsive service. This role promotes NKC as the provider of choice by guiding patients and external stakeholders through the admissions process, ensuring timely placement in the most appropriate clinic and shift. The Liaison supports informed decision-making through education, listens empathetically during vulnerable transitions, and collaborates across teams to remove barriers to care. All responsibilities are carried out in alignment with NKC's compliance standards and commitment to equitable, patient-centered care.

DUTIES AND RESPONSIBILITIES

1. Patient Engagement and Referral Development:

- **Referral Development:** Build and maintain strong relationships with referral sources to expand NKC's reach.
- **Patient Engagement:** Meet with prospective patients to promote NKC services and establish trust that supports a smooth transition into care.
- **Community Outreach:** Represent NKC in select community programs and follow up with referral sources to ensure satisfaction.

2. Admission Coordination and Operational Insight

- **Admission Coordination:** Collaborate with hospitals, physicians, and insurance reps to ensure timely, accurate outpatient placement.
- **Operational Insight:** Understand clinic capacity, locations, transportation options, and patient preferences to guide placement decisions.
- **Financial Navigation:** Educate patients on insurance coverage and connect them with Financial Case Managers as needed.

3. Program Strategy and Market Awareness

- **Market Awareness:** Stay informed on dialysis industry trends and local market dynamics to anticipate and respond to changes.
- **Process Improvement:** Take initiative to enhance workflows and contribute to department-wide projects. Initiate permanent vascular placement opportunities during hospital admissions.

4. Clinical Communication, Reporting and Collaboration

- **Communication & Reporting:** Provide regular updates to leadership on program performance, barriers, and referral satisfaction.
- **Team Collaboration:** Actively participate in Admit Department meetings and cross-functional initiatives including monthly reporting to Operations Committee.

5. Accountability and Performance Monitoring

- **Accountability:** Track field activity and performance metrics to ensure program viability and continuous improvement. Present outcomes to leadership when requested.

SUPERVISION AND COORDINATION

The position does not supervise other personnel.

EDUCATION AND EXPERIENCE

- Bachelor's degree Required
- One year clinical admissions experience preferred

JOB CONDITIONS

- Must be able to communicate effectively in English on the telephone, in writing, and in person.
- Must be able to use a computer keyboard, mouse, and software efficiently.
- Must be able to occasionally lift/move objects weighing up to 25 lbs.
- Travel to other NKC and non-NKC facilities is required; must provide own transportation.

CUSTOMER SERVICE STANDARDS

Staff are 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.

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

CNO / VP of Patient Care Services

Date

Senior Director, People and Culture

Date

EMPLOYEE SIGNATURE

I acknowledge that I have received and reviewed a copy of the job description:

Employee Signature

Date