



POSITION DESCRIPTION

Home Admitting Intake Specialist

Reports to: Clinical Director Home Program
Supervises: No One

Position Status: Non-Exempt
Effective Date: 11/11/2021

GENERAL SUMMARY

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

- Patients new to Home Dialysis
- Transfers from other outpatient dialysis facilities
- Previous 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)

The Home Admitting Intake Specialist does not manage the admission of temporary visitors (ESRD patients who customarily dialyze elsewhere.)

The Home Admitting Intake Specialist facilitates communication with external referring providers and coordination between NKC Admissions staff, NKC Home Admissions Team, and NKC internal departments. Other duties as assigned includes performing relief and/or other special duties and projects as required. 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 Home referral process for all patients requesting admission to and requiring ongoing home dialysis treatment with the Northwest Kidney Center. This includes 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 all required medical information for admission per Standard Work guidelines for each patient type. This requires exceptionally high attention to detail, including differentiating between Hepatitis screening labs, diagnosis code completion, etc.
3. When referral is complete, initiates the referral process through Patient Finance.
4. Works collaboratively with the Home Admissions team who evaluates "red flagged" medically complex referrals. May consult as needed

- with PD or HHD medical directors for medical concerns.
5. If patient approved for admission, scans referral into the patient's Electronic Medical Record.
 6. If the patient is declined for admission, notifies referring provider and internal NKC departments.
 7. Schedules newly referred patients in accordance with patient's clinical needs, demographics, and unit capacity. Communicates plan with the referring nephrologist, Home program care team, Home program clinical director, social workers, patients, patient families, hospitals and care facilities.
 8. Contacts new patients with schedule and "need to know" information about starting home dialysis at NKC. Does initial screening for any needs or concerns patient has and conveys that information to the social worker for follow-up.
 9. Coordinates interpreter services and/or Hopelink/Access transportation to patient's initial home dialysis appointment at identified NKC Home unit as required.
 10. Establishes and maintains Home Pipeline database so that the status of multiple referrals is visible to Home Admitting team members.
 11. Under pressures of time and urgency from nephrologists and institutions seeking to discharge a patient, insure that referrals are processed expediently and placements are made that maximize patient safety.
 12. Adapts admission procedures to be consistent with changes in NKC policies.
 13. Participates in the weekly home admissions calls, to provide placement data overview, problems and concerns, and policy change recommendations.
 14. Participates in Kaizen projects and initiates and promotes change through Kaizen PDCA principles. This may include development of new forms and/or communication tools.
 15. In conjunction with the Clinical Director of Home Program reviews Home Admissions policies that reside in Policy Manager and makes changes to Standard Work documentation.
 16. Promotes collaborative work with referring nephrologists and facilities, with outreach efforts as needed.
 17. Performs special projects and other duties as assigned.
 18. Provides administrative role in Appointments Plus Scheduling system.

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 Home Admitting Intake Specialist is responsible for coordinating medical and home dialysis admission information and activities with patients, nephrologists and other NKC personnel. The Home 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, 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 of Home Programs for decision-making required to perform Home 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 Home Leadership Team regarding any unusual circumstances involving a patient referral.

JOB CONDITIONS

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. You must be able to demonstrate use of appropriate software after training.
3. Must be able to multi-task and work in complex/urgent, time sensitive and personally challenging situations.

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 Home Admitting Intake Specialist will have high school graduate level training with typing, office- and communication-related subjects and must be proficient in the use of Microsoft Office Products; some knowledge of Access software preferred.

The Home Admitting Intake Specialist have the equivalent of 5 years of previous experience in a clinical dialysis environment with demonstrated abilities for handling details, knowledge of medical terminology, and coordinating medical information. 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



Chief Nursing Officer

11/11/2021
Date



Vice President of Human Resources
& Chief HR Officer

11/11/2021
Date