



## **JOB DESCRIPTION**

Organization: Clinic with a Heart

Report To: Director of Patient Services

Job Title: Telehealth Coordinator

Salary: Part-time/hourly

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The Telehealth Coordinator provides coordination of all aspects of telehealth services offered at Clinic with a Heart.

### **Job Functions:**

#### **Patient Flow**

- Assess patients for appropriateness for a telehealth visit.
- Conduct a health history with all telehealth patients.
- Schedule patients with providers
- Review provider exam notes and call in orders.
- Work with discharge staff on facilitating discharge plans.
- Contact patient with discharge plans and resources.
- Communicate and document discharge plans.
- Assure patient records are downloaded, data entered, scanned and filed.
- Coordinate follow up visits with patients getting test results.

#### **Provider Liaison**

- Coordinate provider schedule.
- Orient providers to intake forms, exam forms and telehealth platforms.
- Provide support for providers around their telehealth visits.

#### **Transfer of Knowledge**

- Develop training resources for providers on telehealth platforms.

### **Requirements:**

- Strong commitment to the mission of Clinic with a Heart.
- LPN or RN with 2-4 years' experience in patient care.
- Ability to work a flexible schedule including evenings.
- Strong verbal and written communication skills
- Ability to work collaboratively with a diverse group of people
- Detail-oriented and well-organized
- Ability to adhere to timelines and deadlines
- Ability to multitask in fast-paced environment

- Strong computer skills, including Microsoft Word, Excel, and Internet
- Ability to lift and/or move up to 15 pounds
- Drivers License and willingness to travel extensively within Lincoln.

**Position:**

May work some hours from home if equipped.

Signature: \_\_\_\_\_ Date: \_\_\_\_ - \_\_\_\_ - \_\_\_\_  
Executive Director

Signature: \_\_\_\_\_ Date: \_\_\_\_ - \_\_\_\_ - \_\_\_\_  
Director of Patient Services