



Elbowoods Memorial Health Center

1058 College Drive
New Town, ND 58763-4400
(701) 627-4750
Fax Number: (701) 627-2809

EXEMPT
NON-EXEMPT

POSITION DESCRIPTION

POSITION: Telemedicine Coordinator
RESPONSIBLE TO: Director of Nursing
SALARY: Starting salary will be determined by funding, experience, and training level.
CLASSIFICATION: Non-Management, Regular, Full-time
LOCATION: Elbowoods Memorial Health Center

POSITION SUMMARY: Position serves primarily as Coordinator for Telemedicine care at the Elbowoods Memorial Health Center systems. The Coordinator routinely interacts with physicians, staff, community members and healthcare professionals in the process of planning, providing, promoting and supporting the EMHC operations, programs and services.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Provides primary facilitation and coordination of care for telemedicine services.
2. Serves as a liaison to a variety of constituents: clinic outreach programs to integrate services that support their needs, CHRs, mental health workers, etc.; internal clinic departments, nurses, physicians and physician practices to identify, develop and promote services and programs; member community relations and marketing departments to promote Network activities and programs; members, partners, and potential members of the Network to ensure a high comfort level in using telemedicine equipment.
3. Provides customer service relations management and performance consulting services to customers and other service providers using telemedicine products and services. Identifies and customizes clinical workflow of patient care data transmission among federal and non-federal healthcare organizations applications. Identifies opportunities for integration of customers and goals to improve patient care, increase provider job satisfaction, and make efficient use of funds and time. Markets products to new customers. Assesses, identifies and quantifies potential for increased use of products and services on initial contact and on an ongoing basis.
4. Manages sales channels to communicate to customers the value and features of network. Assists with promotion of telemedicine services.
5. Assists with the web page and content development of the networks web site.

6. Create and implement confidentiality guidelines for telemedicine usage.

Event Planning/Customer Relations

1. Assists in designing, organizing and coordinating videoconference events at the Education Center.
2. Coordinates facilities, catering, signage, displays, translation, audio-visual equipment, printing and security
3. Develops strong relationships with key customers both internal and external.
4. Identifies, partners with and manages appropriate resources (i.e. vendor relationships, other departments) to ensure all VTC (video teleconference) events meet objectives.
5. Communicate with other Telemedicine Coordinators and Backups to provide support, share knowledge and best practices.
6. Evaluates program impact and reassesses objectives and outcomes, planning for continuous improvement.
7. Coordinates conference details with the customer through the use VTC request form.
8. Reserves network sites/video systems and negotiates pricing for all participating network sites.

General/Administrative

1. Assists in planning, budgeting, report writing and development of goals and objectives.
2. Assists with the development and implementation of policies, procedures, protocols, surveys and evaluations.
3. Administers scheduling of patient, clinics, and providers.
4. Maintains tracking of activities and prepares summary reports.
5. Prepares and plans for performance improvement and outcome activities.
6. Represents EMHC in a highly professional manner.
7. Establishes positive communications with all departments of EMHC to assure stable operations.
8. Demonstrates respect and understanding of confidentiality for patients, staff and others according to policy and HIPAA regulation.
9. Maintain required reporting as assigned.
10. Participates in EMHC staff meetings, assigned committees, community events, and other meetings as instructed or deemed necessary.
11. Actively strives to educate the community on the mission, vision and values of EMHC in a positive approach to assist in the growth of the organization and assist our community in its healthcare needs.
12. Adheres to the Mission, Vision, and Values of the Elbowoods Memorial Health Centers.
13. And other duties as assigned.

QUALIFICATIONS, EXPERIENCE, EDUCATION

- Associate's degree from an accredited college or university, **REQUIRED**, *Must submit copy of degree or transcripts with application.*
- 2 years related work experience, **PREFERRED**.
- Computer knowledge and proficiency, **REQUIRED**.
- Experience in a coordination role within a health care environment
- Previous Experience with videoconferencing and/or clinical informatics.
- Excellent communication, collaboration and problem resolution skills, and the ability to use these skills in-person, on the phone, and via email.
- Demonstrated knowledge of Standard MS Office applications including Word, Excel and PowerPoint.
- Ability to work independently in the absence of supervision.
- Must be responsible, dependable, and able to maintain confidentiality of information.
- Must have a valid N.D. driver's license in good standing and must supply driver's license abstract from the Department of Motor Vehicle.
- Will need to have an acceptable motor vehicle record. A copy of driver's license and verification of driver's record from the North Dakota Department of Motor Vehicle, **REQUIRED**.
- Must submit and clear Criminal Records Background Check.
- Must submit to an Alcohol/Drug Screen and random testing as per policy.
- Indian Preference will apply. *Must submit documentation with application to qualify for Indian Preference.*
- Veterans Preference will apply. *Must submit documentation with application to qualify for Indian Preference.*

KNOWLEDGE, SKILLS, AND ABILITIES

- An understanding of or willingness to learn extensive computer technology skills.
- High comfort level in working with and supporting other people to use telemedicine equipment.
- Knowledge of medical terminology, anatomy, physiology and concepts of disease.
- Knowledge of patient care activities, the clinic environment and how the services and functions interact.
- Knowledge of training theories and methods to develop training programs.
- Knowledge of clinical and healthcare-related software applications.
- Knowledge of diverse cultures and geographies.
- Knowledge of project management.
- Skills in training users in specialized software applications.
- Skills in data collection and analysis.
- Skill in researching, analyzing and evaluating new training materials and delivery methods.
- Skill in establishing and maintaining cooperative working relationships with customers and co-workers.
- Program implementation and problem solving skills
- Demonstrated ability to treat confidential information in a mature and professional manner.

WORKING CONDITIONS:

- Work is performed in an office environment with varying conditions of noise level, temperature, and illumination.
- Occasionally lifts up to 50 pounds of material.
- Requires eye-hand coordination and manual dexterity sufficient to operate keyboard, computer and other office equipment.
- Work situations may be stressful and require irregular hours.
- Potential exposure to blood and other hazardous material, communicable diseases, and other conditions common in a health care environment.
- Work is performed inside with exposure to unpredictable crisis situations.
- Maybe exposed to extreme weather conditions.
- Shift work may be required.
- Extensive walking is required since interaction between all disciplines within the health care operations and management is required.
- Travel may be required to accomplish facility goals.

ACKNOWLEDGEMENT

This job description is intended to provide an overview of the requirements of the position. It is not necessarily inclusive, and the job may require other essential and/or non-essential functions, tasks, duties, or responsibilities not listed herein. Management reserves the sole right to add, modify, or exclude any essential or non-essential requirement at any time with or without notice. Nothing in this job description, or by the completion of any requirement of the job by the employee, is intended to create a contract of employment of any type.

IT IS THE RESPONSIBILITY OF THE APPLICANT TO PROVIDE SUFFICIENT INFORMATION TO PROVE QUALIFICATIONS FOR THREE AFFILIATED TRIBES POSITIONS.

APPLICATION PROCEDURE

Submit an application for employment with all requirements and supporting documentation to:

Three Affiliated Tribes
ATTN: Human Resources
404 Frontage Road
New Town, ND 58763

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Please Note: If requirements are not met, i.e. submissions of a resume in lieu of a Three Affiliated Tribes application, or not including a required certification or document, your application will not be reviewed and will be disqualified. Applications will not be returned.

Indian Preference Will Apply: In accordance with Three Affiliated Tribes policy, priority in selection will be given to qualified applicants who provide proof of eligibility for “Indian Preference”.

Veterans Preference Will Apply: In accordance with Three Affiliated Tribes policy, priority in selection will be given to qualified applicants who provide proof of eligibility for “Veteran Preference”. Applications will not be returned.