



Position Description

Title: Access Coordinator

Reports to: Access Manager

Primary Location: Main Office

FSLA Class: Non-Exempt

Supervises: None

Effective Date: 3/2018

Position Summary:

The Access Coordinator is responsible for assuring that Hospice of Southern Maine's programs are effectively represented to patients, families, and others who have an interest in hospice and to coordinate the availability of necessary services in a timely manner. This position works with the referring physician and other referral sources to promote the hospice philosophy of care. Responsible for the day to day non-clinical functions of the Access Department, which includes administrative duties.

Qualifications:

1. **Education:** High School Diploma (or equivalent); college experience preferred.
2. **Experience:** Minimum of 2 years of customer service experience required. Minimum of 2 years' experience in a medical office environment is required. Experience using an electronic medical record (EMR) required.
3. **License/Certification:** Valid driver's license with an automobile that is insured in accordance with state and/or agency requirements and is in good working order.

Essential Duties & Responsibilities:

1. Coordinates and provides information to patients who have been referred to HSM.
2. Builds relationships with nursing home staff, physicians, and discharge planners to generate referrals.
3. Explains services and programs to all interested callers; initiates referral documentation.
4. Keeps referral source, patient, and caregiver informed about progress of referral/admission.
5. Ensures initial assessments are completed within 24 hours of referral.
6. Assists in coordination of patient care to ensure continuity and oversight of the hospice plan of care; provides problem solving and direction.
7. Ensures Access Department is continually available to customers during normal business hours.
8. Gathers initial financial information and works with the Finance Department to confirm benefits.
9. Utilizes electronic medical record to access and input patient information.
10. Collaborates with members of the IDT in coordinating care to be efficient and financially responsible.
11. Makes appropriate referrals for other discipline services and medical equipment/supply companies to meet patient care needs in a timely manner. Coordinates care of patients with a variety of disciplines and community resources, both internal and external in a fiscally responsible manner.
12. Utilizes appropriate resources to maintain knowledge and skills for the hospice care in all settings including regulatory/reimbursement guidelines.
13. Provides advanced skills and knowledge with the scheduling module under HSM EMR system.
14. Communicates staffing needs (based on referrals and admissions scheduled to the Access and Clinical Managers).
15. Assigns team members for new admissions using judgment, territory, and caseload knowledge. Collaborates with the Clinical Manager as needed.

16. Processes all in-coming phone calls directed to the Access Department.
17. Coordinates of phone coverage for breaks, lunch, and planned time off with access department staff, Team Assistants and supervisor.
18. Utilizes basic computer skills, including Microsoft applications such as Excel and Word to process referrals,
access medication information, creates maintains spreadsheets, etc.
19. Accurately enters and maintains patient information in an electronic medical record (EMR).

Other Job Functions:

The following is a list of responsibilities of this position but is not intended to cover other related duties that this position may be required to perform from time to time.

1. Protects the patients’ right to privacy and the confidentiality of patient and business records and information.
2. Works with diverse social and economic situations without imposing own values; maintains appropriate professional boundaries.
3. Demonstrates understanding of hospice philosophy.
4. Demonstrates understanding of team approach and communication.
5. Contributes to positive atmosphere; demonstrates positive interactions with internal and external customers and the community; exemplifying excellent customer service.
6. Demonstrates ability to be a productive member of a high performing team.
7. Provides timely and appropriate response to internal and external customer needs.
8. Participates in meetings and quality assurance and program improvement activities as required and necessary.
9. Offers suggestions to improve policies, procedures, and services in appropriate manner and time.
10. Demonstrates knowledge and support of agency’s safety and OSHA policies. Demonstrates use of safety judgment on a case-by-case basis. Utilizes proper body mechanics and safe working techniques and reports unsafe environments/practices to supervisor in a timely manner.
11. Demonstrates understanding of, and acts in accordance with, HIPAA Privacy Standards, Corporate Compliance, Code of Conduct, and related agency policies.
12. Demonstrates understanding and compliance with agency policies, including but not limited to, documentation, continuing education, attendance/work schedules and required HR documentation, State and Federal policies and procedures, laws and regulations.
13. Demonstrates ability to use various computer software programs, with an advanced knowledge of computer use.
14. Performs other duties as assigned.

Required Skills, Abilities & Knowledge:

1. Proven ability to communicate accurately and effectively in verbal and written interactions.
2. Ability to stay calm and effective during times of stress, such as when interacting with confused or distressed callers, during emergency situations, during busy times, etc.
3. Flexible and reliable.
4. Ability to work well in settings presenting diverse physical conditions and sociocultural environments.
5. Excellent time management and organizational skills to manage multiple tasks and meet deadlines.
6. Ability to work independently, while collaborating with other team members.
7. Presents as a business professional.
8. Ability to adapt to changing Agency priorities in a positive manner.

Physical Requirements:

The physical requirements described are representative of those that must be met to successfully perform the essential responsibilities of this position. Reasonable accommodations may be made.

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Lift or transfer			
Up to 10 lbs.			X
11-20 lbs.		X	
21-50 lbs.		X	
51-100 lbs.	X		
> 100 lbs.	X		
Carry		X	
Push or pull		X	
Climb		X	
Reach		X	
Stoop or bend		X	
Crouch		X	
Kneel		X	
Handle or feel		X	
Talk			X
Hear			X
See			X
Sit, walk, stand			X
Distinguish smell/temperature	X		
Exposure to blood borne pathogens and infectious disease	X		
Exposure to hazardous materials	X		
Repetitive Motion			X

Visual Requirements:

1. The worker deals with office and/or medical equipment at or within arms reach.
2. Must be able to see to drive, complete appropriate documentation and assess patient condition and function.

Mental Requirements:

1. Requires the ability to plan and perform a wide variety of duties requiring knowledge of policies and procedures. Requires considerable judgment to work independently toward general results, devising methods, modifying or adapting standard procedures to meet different conditions, and making independent decisions based on precedent and policy.

Employee’s Signature _____ Date _____