

UNIVERSITY CLINICAL, EDUCATION & RESEARCH ASSOCIATES

POSITION DESCRIPTION

Position Title: Clinical Administrative Coordinator **Date:** June 29, 2010

Department: Obstetrics, Gynecology & Women's Health

Position Reports To: Clinical Operations Manager

Potential Occupational Exposure to Bloodborne Pathogens: No

UCERA is a non-profit organization established to further the mission and vision of the John A. Burns School of Medicine at the University of Hawaii (JABSOM). It contributes to JABSOM's goal of improving the health care status of the citizens of Hawaii and the Pacific by supporting the education, research and clinical activities of the School. It supports financial diversification of the School by developing revenue generating initiatives in collaboration with hospitals, government agencies and other entities.

POSITION SUMMARY

Under the direction and guidance of the University Women's Health Specialist Physicians and Clinic Operations Manager, the Clinical Administrative Coordinator is responsible for the coordination of all specialist activities in the following areas: General Obstetrics and Gynecology (OBGYN), Maternal Fetal Medicine (MFM), Reproductive Endocrinology (REI), and Urogynecology (UROGYN) faculty practice sites.

ESSENTIAL JOB DUTIES AND FUNCTIONS

- Serve as care manager for women requiring specialty services, which may include private practice patients and patients.
- Coordinate efforts with referring physician's offices to arrange for local and neighbor island transfers of care including securing arrangements for ground and air transports between islands.
- Provide maternal transport care coordination services for pregnant women sent to the hospital because of medical emergency.
- Work directly with insurance companies and local community agencies to cover travel and housing costs if needed for neighbor island patients.
- Coordinate referral and transfer of records back to referring physician after care is completed.
- Schedule appointments with sub-specialists, or any other ancillary services as required.
- Attend meetings with specialty services, including OBGYN, MFM, REI, UROGYN and provide patient updates.
- Ensure MFM charts are up to date with labs, consultative reports and dictations.
- Establish database to track all transports from outer islands, including outcomes.

- Create and maintain a tracking system to ensure labs and other tests are completed and reported in a timely manner.
- Prepare prenatal records and deliver to appropriate records to Labor and Delivery at 28 and 36 weeks gestation.
- Perform all other duties as assigned.
- Assist with scheduling of new patients, return appointments, and consulting providers when needed.
- With the assistant of a trained clinical professional, triage patient phone calls
- Be present at patient sessions and organize their discharge from the office
- Assist with obtaining medical records from referring provider
- Obtaining consent for medications: such as heparin, lovenox or non-formulary medications
- Working with MA to make sure room is prepared for clinic with the specialist, which includes ensuring room is stocked and equipment if functioning properly.
- Sending out letters to patient with lab results (especially PAP smear results) and appointment reminders when appropriate (or a phone call)
- Assist in filling out disability and other leave or insurance forms (ie. FMLA)
- Emailing patient clinic schedule to physician in advance or ensure the physician has reviewed their clinic schedule 2 days in advance of clinic.
- Complies with all company policies and legal requirements.

OTHER JOB FUNCTIONS

- Attends staff meetings/in-service training, as required.
- Performs other related duties as shall be assigned from time to time.

MINIMUM QUALIFICATION REQUIREMENTS

Associate's Degree or equiv combination of education, training, and experience in business or related field.

- Ability to answer telephones courteously.
- Skill with multi-line phone/reception duties and with typing/word-processing.
- Ability to anticipate tasks and prioritize assignments.
- Ability to maintain highly sensitive, confidential material according to HIPAA guidelines.
- Ability to type 50 words per minute with high degree of accuracy.
- Knowledge of internal operations and workflow processes.
- Knowledge of standard office procedures.
- Knowledge of word processing, spreadsheet, and database software (computer literate, including demonstrated skill using Windows 98 or higher, Microsoft Office 2000 and Netscape software/Web-based functions)
- Skill in use of office equipment (i.e., transcriber and facsimile). (Prefer demonstrated skill to accurately transcribe recorded dictation.)
- Strong organization and planning skills. (Excellent organizational/time-management skills, including ability to prioritize/meet deadlines.)

- Ability to work as part of a team/to work efficiently under pressure.
- Well-developed verbal and written communication skills.
- Excellent communication skills including diplomacy, flexibility, a high degree of organization, and the ability to accommodate various personalities demanding information.
- Disciplined self-starter with strong organizational skills and able to multi-task under tight timelines.
- Ability to work effectively with people of different cultures.
- Demonstrated ability to problem-solve issues related to insurance coverage.

DESIRABLE QUALIFICATION REQUIREMENTS

Education/Training

- High School diploma
- Graduate from an Associates Degree program or Business College preferred

Experience

- Minimum two years clerical or secretarial experience.
- Some experience in medical terminology.

Other Qualifiers

- Demonstrated ability to function in a highly professional manner, exercising complete confidentiality and discretion at all times.
- Proficient in using MS Word and Excel, with a working knowledge of databases and electronic communications.
- Excellent English grammar and proofreading skills.
- Strong oral and written communication skills.
- Successful experience working as a team member with a multicultural staff and clientele.

JOB CONDITIONS

- Normal working conditions, indoors and air-conditioned.
- Usual hours are Monday – Friday, 8:00 a.m. to 5:00 p.m. Hours may be flexed to accommodate schedules and duties may require extended hours.
- Occasional pressure due to multiple calls and inquiries.
- Generally good working conditions. Little exposure to extremes.
- Parking not provided.
- Must have excellent written and verbal communication skills. Requires communication with staff, between departments, and with clients and contractors.

EQUIPMENT/SOFTWARE USED

- Standard office equipment (phones, facsimile machine, copy machine, typewriter, computer, printers).

- IBM compatible personal computer system. Use of Windows, Word, and Excel.
- EPIC Practice Management and Electronic Medical Record

MENTAL AND PHYSICAL DEMANDS

- This position occasionally requires lifting items up to 30 pounds, frequent sitting, standing, walking and bending.
- Occasional reaching, stooping, bending, kneeling, crouching.
- Working with minimal supervision; attention to detail, accuracy and concentration, and ability to maintain calm composure while performing multiple tasks.

TERMS OF EMPLOYMENT

Position is located at Queen's Medical Center. Continued employment subject to terms of employment, job performance and/or continued funding.

Employment is "at will" and can be terminated at any time, either by the employee or UCERA, with or without cause or reason and with or without notice.

ABOUT THE SALARY AND BENEFITS

UCERA offers a competitive package. Salary commensurate with education and experience. Benefits include 8 paid holidays per year, 100% employee coverage for health and dental, flexible spending plan, pension plan with 3% dollar-for-dollar company matching contributions, generous PTO plan that increases with years of service, and 100% company paid group Life/AD&D/LTD insurance and employee assistance program.

INTERESTED APPLICANTS

Qualified applicants are encouraged to email a cover letter, resume, and salary requirements to jobs@ucera.org or fax at 808-536-7315.

UCERA is an Equal Opportunity Employer.

www.ucera.org