

Sample Job Description: Ambulatory Telemedicine Program Coordinator

The **Ambulatory Telemedicine Program Coordinator** performs as a navigator in the Ambulatory Telemedicine Program in accordance with all applicable Federal, State, and XX rules, regulations, policies and procedures, and performs all duties assigned by the Medical Director in the ambulatory program, concerning patients and their care. Facilitate patient/family experience by providing coordinated personal, professional and compassionate service. Performs duties and responsibilities in a manner consistent with our mission, values, and standards.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Answer telephone calls from patients/family in Ambulatory Program.
- Coordinate Telemedicine visit(s), testing, procedures and/or appointments for the patients in their care team.
- Facilitate and/or answer patient questions and/or concerns about treatment plan and program.
- Confirm all patient equipment is delivered and working properly.
- Educate the patient on all in-home equipment and peripherals.
- Communicate with stakeholders to include patient, physicians, clinics and medical staff.
- Track and report statistics and information as requested.
- Schedule all telemedicine visits in the care team in triage software.

QUALIFICATIONS:

- Must have a High School Diploma.
- Previous experience in a medical office or hospital.
- Must be BLS certified or obtain certification within 6 months of hire.
- Must possess critical thinking and problem solving skills.
- Have professional verbal and written communication skills with the ability to work in triage software and electronic medical record.