

Sample Job Description: The Telemedicine Navigator (TMN)

The Telemedicine Navigator (TMN) will provide technical assistance to patients on how to navigate our Telemedicine platform for their virtual medical visits. The Telemedicine Navigator will be the liaison between VAC staff (medical and support services) and the patients before and during their medical appointments. The TMN will provide additional support to the medical team to conduct chart reviews for patients with upcoming medical appointments. Lastly, the TMN will provide ongoing training to staff on any updates on the telemedicine process and its procedures.

SUPERVISION RECEIVED:

- Direct Supervisor: Director of Nursing
- Department Director: Chief Medical Officer
- COO
- CEO/ED

SUPERVISION EXERCISED

- None

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide excellent customer service at all times to all clients.
- Provide technical assistance to clients and staff on how to navigate our telemedicine platforms.
- Assist the medical department during telemedicine appointments to navigate clients and staff to appropriate virtual rooms.
- Call patients to confirm and get consent for telemedicine visits prior to their appointments.
- Coordinate with the medical staff the physician's schedules for those patients that will be seen through telemedicine.
- Maintain patient charts and all necessary data entry in a timely manner.
- The ability to demonstrate knowledge and work with diverse populations in the community.
- Complete reports on a monthly basis as to the number of services provided in an effort to meet or exceed the funder's measures/requirements.
- Participate in meetings and activities as required.
- Maintain a flexible schedule; this position may occasionally require non-traditional hours, such as evenings and weekends.
- Other duties as assigned.

MINIMUM QUALIFICATIONS – EDUCATION & EXPERIENCE:

- A High School Diploma is required.
- A degree from an accredited technical school or community college.
- Certified Medical Assistant or Patient Care Technician
- 1 year experience working with disenfranchised population, preferred

MINIMUM QUALIFICATIONS – KNOWLEDGE, SKILLS & ABILITIES:

- Knowledge of HIV/AIDS; knowledge of community resources and referrals; knowledge of OSHA regulations.
- Ability to navigate videoconferencing platforms.
- Skills and abilities to teach others.
- Working knowledge of Microsoft Office, specifically Outlook, Word & Excel.
- Skill in operating the listed tools and equipment.
- Ability to communicate effectively both orally and in writing in English and Spanish; organizational and time management skills.
- Ability to perform multiple tasks; good problem-solving abilities; demonstrate flexibility and positive people skills. Ability to work with people of diverse backgrounds living with HIV/AIDS.

SPECIAL REQUIREMENTS/QUALIFICATIONS:

- Driver's License. Employee must maintain all certifications, licenses and/or registrations consistent with XXX Clinic policy and MA State Law.
- Bilingual (English & Spanish) preferred.

EQUIPMENT USED:

- Requires frequent use of personal computer, including videoconferencing applications, word processing and spreadsheet programs; telephone (mobile), copy machine, fax machine, and automotive vehicle.