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**Coastal Medical Position Description**

**Company:** Coastal Medical, Inc.

**Title:** Transitions of Care Specialist

**Reports To:** Senior Manager of Care Management

**Supervises:** None. Required to work collaboratively with others.

**Job Summary:** Assists with telephonic care coordination for patients after emergency room, hospital and skilled nursing facility admissions.

**Essential Functions of the Position (***Illustrative Examples Included***)**

* Assists with telephonic patient care and related tasks; assists in obtaining patient histories, medication reconciliation, and coordinating with care team members including Physicians, Advanced Practitioners, Nurse Care Managers, Pharmacists and Social Workers
* Leverages SMS and Remote Patient Monitoring (RPM) engagement for appropriate population panels
* Screens patient panel using provided criteria and works closely with Care Management Team to identify rising risk or high-risk status
* Responsible for following up on notifications of patient admissions and discharges per protocol and alerting care team members as needed
* Educates patients on specified medical issues within established parameters
* Has understanding and awareness of community and Coastal resources and teams to offer to patients
* Refers and warm transfers to appropriate NCM or Coastal clinical program when appropriate
* Schedules or assists in coordination of appointments with PCP or Specialty Provider
* Participates in Care Conference for interdisciplinary care team management
* Participates in team meetings to improve process(es) within program and ACO
* Collaborates with TOC RNs to provide seamless hand-off when appropriate
* Complies with federal and local confidentiality laws, including HIPAA, ensuring patient privacy
* Adheres to Coastal Medical guidelines and policies for protecting patients’ demographic, clinical and financial information
* Performs other job-related duties as assigned

**Education and Experience**

* High School Diploma or equivalent
* Medical Assistant Certification or equivalent clinical training
* At least 1 year of experience that is directly related to the duties and responsibilities specified

**Knowledge, Skills and Ability stace**

* Ability to work both on a team and independently
* Ability to use technology
* Ability to adapt to a fast-paced environment
* Ability to maintain quality, safety and /or infection control standards
* Ability to perform standard clinical procedures according to established protocols
* Microsoft Office skills required

**Physical Effort and Dexterity**

* Sit and stand for prolonged periods of time
* Work and move among all departments of Coastal Medical group
* Excellent hand/eye coordination
* Lift up to [15] pounds
* Manual dexterity to operate a personal computer or laptop as well as standard office machines and equipment as it pertains to one’s position
* State-wide travel and operation of motor vehicle [may be required for offsite meetings and trainings]
  + Must have a valid driver’s license and clear driving record
  + Use of personal vehicle and proof of auto insurance is necessary

**Visual Acuity, Hearing and Speaking**

* Capability to transfer information from original source to paper, computer, telephone and in person

*\*This position description does not list all duties of the position. The employee may be asked by his or her supervisor, manager, or director to perform other duties. The employee will be evaluated in part based on the performance of the tasks contained herein.*

**Signatures**

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Please Print)

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*August 2020*