

UW HEALTH JOB DESCRIPTION

EMERGENCY DEPARTMENT COORDINATOR

Job Code: 440039	FLSA Status: Non-Exempt	Mgt. Approval: A. Price	Date: October 2023
Department: 3033114 Emerg Med – Emergency Medicine		HR Approval: K. Fleming	Date: October 2023

JOB SUMMARY

Under the guidance of the Emergency Department Supervisor or Emergency Services Business Operations Manager, this position is responsible for completing patient arrival, answering in-coming emergency phones, placing emergency pages, paging services to respond to the ED, entry of emergency and non-emergency orders, charge document processing, maintenance of department/patient records, electronic logs, processing certified mail and other clerical duties. The incumbent must have the ability to perform multiple tasks while prioritizing their urgency. Skilled communication and interviewing techniques are required, as well as excellent public relations skills including the ability to speak calmly and clearly during an emergency. This position is critical to assist clinicians and maintain streamlined patient care. The EDC has major department role during Health Link downtime as an expert resource for workflows and documentation of patient events as well as maintaining ADT events for facility-wide during the downtimes. This position is required to cover on-call shifts for coverage as operational need dictates.

MAJOR RESPONSIBILITIES

Emergency Department Workflow Responsibilities:

- Arrive patients including the creation of new Medical Record numbers as appropriate
- Enter emergent Health Link patient orders for EKG and enter non-emergent bed and/or supply orders when required.
- Answer all incoming calls, assessing nature and urgency, and determine the appropriate triage of the call. Use established guidelines for patient advice call triage. Maintain courtesy and professionalism during urgent situations.
- Utilize appropriate on-call schedules, paging schedules and directory.
 - Initiate emergency calls as needed, including initiation of STAT pages, BLUE CART, STAT ASSISTANCE, DISASTER PLAN, and calls to Hospital Security, University Police. Report as appropriate when staff/patient safety may be jeopardized.
 - Place emergent group pages for Trauma, Pediatric Trauma, Stroke Code, Neuro-Endovascular Stroke and ST Elevation Myocardial Infarction (STEMI) patients according to these individual emergent workflows
- Collect and review necessary ED patient documents for future use in assisting with patient care or to be used by financial staff to satisfy contractual agreements or billing inquiries.
- Assist ED patients in scheduling follow-up clinic appointments.
- Request hospital services such as Interpreter Services, Patient Relations Representative, Pastoral services, Social Work, etc. independently or as directed.
- Maintain an inventory for forms, medical requisitions, and office supplies.
- Coordinate ED patient transport between facilities within the UW Health system of care including clerical duties associated with the transport process.

Customer Service Standards:

- Support co-workers and engage in positive interactions.
- Communicate professionally and timely with internal and external customers
- Demonstrate friendliness by smiling and making eye contact when greeting all customers.
- Provide helpful assistance in anticipating and responding to the needs of our customers.
- Collaborate with customers in planning and decision making to result in optimal solutions.
- Ability to stay calm under pressure and deal effectively with difficult situations.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent
	Preferred	Associate's degree in Healthcare related field.
Work Experience	Minimum	One (1) year of experience in a customer service related field

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	Preferred	6 months of experience in an emergency room or critical care environment as: Receptionist, Nursing Assistant, Nurse, Paramedic, EMT, Fire Fighter, Police Officer, 911 Dispatcher, or experience in military service.
Licenses & Certifications	Minimum	
	Preferred	Emergency Medical Technician
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Ability to master all of the responsibilities and decision-making skills required to function successfully in this role. Demonstrated ability to problem-solve and work independently. Maintains a high level of customer service. Consistently maintains effective and cooperative working relationships with co-workers, supervisory, medical management staff and the general public. Demonstrates service excellence and incorporates the mission and core values into daily activities. The ability to interview patients and/or families to ensure accurate patient identification. Very good written and oral communication skills. Dependable and reliable in achieving the goals and objectives of the position. Proven aptitude and willingness to learn new responsibilities. Demonstrate the ability to operate office machines such as personal computers, fax machines, photocopier and document scanners Ability to determine emergent patient acuity upon arrival into the ED in the absence of a clinician (so that clinical staff is immediately alerted).

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#

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	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.