

UW HEALTH JOB DESCRIPTION

Outreach Specialist, Ambulatory

Job Code: 540034	FLSA Status: Non Exempt	Mgt. Approval: T. Morin	Date: 1/2018
Department : Healthline		HR Approval: K. Szudy	Date: 1/2018

JOB SUMMARY

Under the supervision of the manager, the Outreach Specialist, Ambulatory is responsible for using telephone and information system technology to conduct a combination of chronic and preventive outreach services to UW Health patients. Responsibilities include, but are not limited to, adult preventive outreach related to mammography, hypertension, pneumococcal immunization and colorectal, cervical, and bone density screening. Other preventive health topics may be added. The Outreach Specialist, Ambulatory also assists primary care clinics with prescription refills and summaries of care for outside hospitalizations or emergency visits.

MAJOR RESPONSIBILITIES

Organizational Based Responsibilities:

- Adhere to general organizational, department, and clinical policies.
- Adhere to patient confidentiality and HIPPA requirements.
- Participate in mandatory training sessions and continuing education, completing a minimum of 10 hours of continuing education annually.

Skill Based Responsibilities:

- Follow established protocols and procedures for prescription refills and preventive health maintenance reminders.
- Excellent verbal and written communication skills with patients, outside services and the care team.
- Complete electronic medical record forms accurately.
- Utilize available resources to problem solve; including documented workflows, team members, computer/technology support services, clinic staff and the manager.

Department-Specific Responsibilities:

- Exhibits knowledge and understanding of the UW Health Preventive and Chronic Care Guidelines.
- Exhibits knowledge of national standards and trends related to Preventive and Chronic Care.
- Exhibits knowledge of organization resources; refers patients as needed to appropriate departments (such as, Welcome Center, Patient Financial Services and Patient Resources).
- Exhibits a proficiency of Health Link tools, smart sets, and reporting work bench.
- Maintains efficient utilization of technology utilized by the call center.
- Thoroughly documents encounter and updates reporting work bench.
- Proficient at outbound and follow-up calls.
- Participates in ongoing feedback to ensure patient and organization needs are being met.
- Perform job functions in a courteous and understanding fashion.
- Exhibits proficiency in scheduling and canceling health screenings, chronic care and lab appointments.
- Exhibits ability to determine when patient needs are not covered by protocol and additional help is needed.
- Completes activities within deadlines and assigned hours.
- Participates in department staff meetings.
- Participate in cross training efforts as needed.
- Perform other duties as required/requested.

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

JOB REQUIREMENTS

Education	Minimum	Completion of Medical Assistant program, licensure as an LPN or graduate of a school of nursing
	Preferred	
Work Experience	Minimum	One year experience as a Certified Medical Assistant, LPN, RN, or other clinical experience
	Preferred	
Licenses & Certifications	Minimum	Certified as CMA, RMA or CCMA or eligible for certification. Certification must be obtained within 1 year of hire from date of hire. If LPN or RN, maintain state LPN or RN licensure in state where employed
	Preferred	Basic Life Support/CPR

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Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> Demonstrate a focus on service excellence Knowledge and understanding of medical terminology Ability to work in a changing/dynamic work environment Ability to work within approved procedures and guidelines Ability to work in a self-directed environment as part of a team Voice/speech pattern is articulate and has a pleasant tone Professional demeanor Excellent verbal and written communication skills Ability to maintain confidentiality of medical records Ability to prioritize tasks Strong PC skills (Ability to operate a keyboard and type accurately and proficiently) Maintain proficiency in UW Healthlink, reporting workbench and information system technologies 		
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,			
X	Infants (Birth – 11 months)	X	Adolescent (13 – 19 years)
X	Toddlers (1 – 3 years)	X	Young Adult (20 – 40 years)
X	Preschool (4 – 5 years)	X	Middle Adult (41 – 65 years)
X	School Age (6 – 12 years)	X	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. <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time
X Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, 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
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#
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.