

UW HEALTH JOB DESCRIPTION

CareWear Consultant

Job Code: 2773

FLSA Status: Non Exempt

Mgt. Approval: T Fass

Date: 2-17

Department: 9386 UW Health CareWear

HR Approval: R Temple

Date: 2-17

JOB SUMMARY

The CareWear Consultant evaluates and determines the prosthetic (breast prostheses), orthotic (compression stockings), and maternity support garment needs of cancer, peripheral vascular, and maternity clients, respectively, through brief interview, history and observation at UW Health CareWear locations. The CareWear Consultant staffs this clinic which involves completing prior authorization to the client's insurance company, fitting the CareWear product(s), and then recommending/selling the appropriate product(s). In addition, she/he schedules CareWear appointments for all three CareWear clinics, triages phone calls, assists clients in the retail store at CSC, checks in inventory, mails products to clients and orders products through People Soft. The CareWear Consultant posts charges via the Brightree system. This employee will also collect cash and /or charge payments at each CareWear location in accordance to the system approved by the fiscal department.

The CareWear Consultant represents UW Health CareWear in projecting a positive image and having extensive contacts with people across the hospital and clinic setting as well as with the general public. Client health concerns are referred to the appropriate health care practitioner. The CareWear Consultant reports to the CareWear Coordinator.

MAJOR RESPONSIBILITIES

Incumbent performs his/her job demonstrating technical ability, understanding of job expectations and compliance with organizational policies and procedures. The incumbent has the following **job responsibilities**:

Responsible for evaluating and coordinating the health care supply needs of clients.

- A. Completes a brief interview, history, assessment and measurements of the clients at UW Health CareWear
 1. Reviews scheduled appointments to determine specific client needs.
 2. Completes prior authorization to the client's insurance company, if necessary.
 3. Meets with the client to obtain brief medical history and to determine the appropriate product selection. Fits the product to meet the specific needs of the client in a timely manner.
 4. Obtains prescriptions for DME as needed.
 5. Provides product education/HFFY and obtain client feedback related to product selection.
 6. Accurately documents measurements and product ordered and delivered in Health Link client chart.
 7. Provides information to newly diagnosed breast cancer patients regarding products and resources available.
 8. Provides emotional support; addresses physical and psychosocial needs.
 9. Has knowledge of use and application of all DME products CareWear provides and sizes patients appropriately (this includes mastectomy products as well as compression stockings and other systems such as CircAid compression stockings).
 10. Has knowledge of all retail products available at the CSC CareWear retail store to assist patient with their needs.
 11. Communicates with primary care physician and recommends referrals to other health care professionals.
 12. Completes the process for charge entry and cash collection as necessary. Has client sign the appropriate forms (e.g. financial responsibility (FRF), Product Delivery Acceptance (PDA) form).
 13. Provides appropriate telephone follow-up to clients, staff and others.
 14. Is able to independently staff CareWear East, West, and CSC locations. Must work efficiently and in a timely manner to add "walk-ins" into the schedule.
 15. Provides in-services to UW Health East, UW Health West, CSC, and other necessary locations to familiarize clinic and hospital staff with CareWear services and products.
 16. Takes an active part in marketing CareWear by staffing booths at conferences, seminars, and exhibitions (e.g. Race for the Cure, Breast Cancer Recovery Foundation, Women's Wellness retreats)

Provides administrative and clerical support for the functioning of CareWear

- A. Completes miscellaneous tasks as required.
 1. Maintains up-to-date inventory at all locations.
 2. Transfers inventory from one location to another as needed
 3. Provides receptionist support duties in CareWear at the CSC location
 - Answers the phone and assist the client.
 - Provides scheduling appointment support for CareWear appointments
 - Maintains accurate mailing list and update as needed

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- Follows through with processing telephone orders
- 4. Assists with receiving and tracking inventory, stocking shelves and mailing supplies to patients.
- 5. In-services and supervises CareWear volunteers

Performance Measures:

- Assure patient care, comfort and confidentiality.
- Produce high quality diagnostic measurements.
- Demonstrate conduct and attitude reflective of the profession and promote a healthy work environment.
- Properly reconcile monetary accounts.
- Participate in the reconciliation of patient charges.
- Assist in education and training endeavors.
- Maintain inventory to accepted level.
- Communicate effectively and in a professional manner with professional staff, patients, visitors and support staff.

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

JOB REQUIREMENTS

Education	Minimum	High School Diploma
	Preferred	CNA, MA, LPN
Work Experience	Minimum	
	Preferred	One to two (1-2) years of relevant experience working in a health care setting
Licenses & Certifications	Minimum	
	Preferred	Certification from authorized breast prosthesis vendor strongly preferred (i.e. Amoena or American Breast Care). Or Certification from national certification board (i.e. ABC or BOC)
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent customer service, oral and written communication skills • Highly organized and able to work independently in a fast-paced environment. • Knowledge of basic computer functions. • Knowledge of billing functions and insurance reimbursement preferred

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)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	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
	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	Negligible
<input checked="" type="checkbox"/>	Light: 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	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling	Negligible or constant push/pull of items of negligible weight

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	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.		of arm/leg controls	
	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:		<p>The following physical requirements are performed frequently:</p> <ul style="list-style-type: none"> • Climbing a step ladder to reach inventory that is beyond reach from the floor. • Bending over to measure patient's legs, and assisting them with putting on compression stockings. • Lifting boxes of inventory from the floor to desk level to unpack and sort. • Assist patients from wheelchairs to chairs in the fitting rooms. • Carry products from the storage room to the fitting room when performing fittings. • Carry packages and boxes after packaging to the mailroom and UPS room for delivery to patients. 		

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.