

UW HEALTH JOB DESCRIPTION

Polycystic Kidney Disease Program Coordinator

Job Code: 540096	FLSA Status: Nonexempt	Mgt. Approval: L. Zemlicka	Date: December 2023
Department: Clinics – Nephrology	HR Approval: J. McCoy	Date: December 2023	

JOB SUMMARY

This Polycystic Kidney Disease (PKD) Program Coordinator supports our PKD Program by working closely with our providers to coordinate complex care and provide education to patients coming to the PKD clinic. Act as a point of contact for patients enrolled in the PKD program, providing information, resources, and support to address their questions or concerns.

MAJOR RESPONSIBILITIES

- Assist a complex patient population with PKD to navigate the medical system for treatment related to their diagnosis.
- Organize and maintain program-related documentation, including patient records, appointment schedules, and program materials.
- Monitor and respond to lab results.
- Assist with developing workflows, forms, and educational materials for patients and ensure information stays up to date.
- Create and maintain patient database for tracking patient labs, forms, Risk Evaluation and Mitigation Strategy (REMS) info, and other items related to medication compliance.
- Generate reports as needed to track program metrics and outcomes.
- Begin and monitor prior authorization process for genetic testing.
- Educate, order and assist with genetic testing, based on provider orders and monitoring results.
- Assist with ordering of any needed procedures, per provider orders and protocol.
- Facilitate communication between healthcare professionals, patients, and other relevant stakeholders involved in the PKD program.
- Acts as liaison for kidney biopsy orders.
- Schedules kidney biopsies for the kidney clinic, transplant and regional clinics.
- Monitors and documents for the kidney biopsy list and results.
- Acts as the clinic expert for questions and concerns about the kidney biopsy protocol.
- Provide process improvement for Clinical Workflows including developing and improving workflows for the Kidney Clinic.
- Communicate workflows and procedures to other clinics, new fellows and providers, and staff.
- Create and maintain documents for options class, kidney biopsy protocol, and other complex workflows within clinic.
- Collaborate with healthcare providers and administrative staff to streamline program processes and enhance efficiency.

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

JOB REQUIREMENTS

Education	Minimum	High School Diploma or equivalent and ONE of the following: <ul style="list-style-type: none"> • Completion of an accredited medical assistant program OR • Licensure as an LPN OR • Completion of the UWH Medical Assistant Apprenticeship Program OR • Attainment of the CCMA certification as a UWH employee OR • Acceptance into the UWH MA Apprenticeship Program – Accelerated OR • One year of recent Medical Assistant experience and CMA, RMA or CCMA Certification
	Preferred	
Work Experience	Minimum	
	Preferred	Two (2) years of experience as a Certified Medical Assistant or LPN with one (1) year of experience in Nephrology

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Licenses & Certifications	Minimum	<ul style="list-style-type: none"> Certified as CMA, RMA, or CCMA or eligible for certification. Certification must be obtained within one (1) year of hire date. If applying in lieu of Medical Assistant education or LPN licensure, must have current CMA, RMA, or CCMA certification CPR/BLS certification
	Preferred	

Required Skills, Knowledge, and Abilities	<ul style="list-style-type: none"> Knowledge of medical terminology Demonstrated customer–first attitude and philosophy Ability to learn computer and application skills as applicable to role Ability to interact with and work around people Ability to make judgments in demanding situations Ability to react to frequent changes in duties and volume of work Effective oral and written communication skills Ability to listen empathetically Ability to logically organize details Ability to manage multiple concurrent activities Knowledge of interpersonal communications in a complex organization Commitment to respectful patient and family centered care Commitment to respectful treatment of all colleagues Commitment to patient privacy Commitment to patient safety
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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,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	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
<input checked="" type="checkbox"/> 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
<input type="checkbox"/> 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
<input type="checkbox"/> 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#
<input type="checkbox"/> 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#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

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.