

UW HEALTH POSITION DESCRIPTION

SHARE THE HEALTH COORDINATOR

Job Code: 540002	FLSA Status: Non-Exempt	Mgt. Approval: K. Mulligan	Date: February 2021
Department: Ob/GYN		HR Approval: N. Lazaro	Date: February 2021

POSITION SUMMARY

The Share the Health Coordinator facilitates, coordinates, and promotes activities within the Share the Health Clinic. The Coordinator receives and reviews incoming Share the Health patient referrals for completeness and obtains missing demographic or medical information, determining medical eligibility. Schedules appropriate patients in to the Share the Health clinic, arranging for needed ultrasound evaluations to be performed the week prior to the clinic appointment, and communicates acceptances and denials to referring provider/clinic and assists clinic in accessing appropriate alternative community resources.

MAJOR RESPONSIBILITIES

1. Receives, triages and responds to patient and referring provider phone calls.
2. Receives and reviews incoming patient referrals for completeness and obtains missing demographic or medical information.
3. Reviews referrals and determines if they meet medical eligibility requirements. If so, determines, with medical provider collaboration, if referral is approved for scheduling.
4. Communicates any declined referrals to referring provider/clinic and assists clinic in accessing appropriate alternative community resources.
5. Access appropriate alternative resources for patients who are accepted and need assistance.
6. Reviews provider appointment schedules on daily and weekly basis for access of new patients.
7. Thoroughly documents all call encounters utilizing on-line information systems at the time of the call.
8. Schedules patients into the Share the Health clinic at Madison Women's Health (MWH). Arranges for needed ultrasound evaluations to be performed prior to the clinic appointment
9. Confirms that clinic note and all follow up results and labs have been faxed to referring provider.
10. Sends list of patients who had labs/pathology to UWHC so patients do not receive a bill. Sends any charges incurred to STH treasurer.
11. Communicates any new referral processes, workflow updates or process improvement suggestions to referring clinics.
12. Tracks referrals and visit numbers by referral date, date of service, diagnosis, procedures performed, referring clinics, post visit care/referrals and county of residence.
13. Assists in building relationships with referring clinics and other community resources.
14. Communicates with statewide groups interested in learning more about this model of care.
15. Provides community outreach to organizations and groups of people who will benefit from learning more about STH and/or STH partnerships.
16. Assist with grant writing and grant accountability reporting.
17. Attends Share the Health board meetings on a quarterly basis.

All duties and requirements must be performed consistent with the UW Health Service and Performance Standards.

POSITION REQUIREMENTS

Education	Minimum	Associate's degree in Public Health, Healthcare Administration or related field
	Preferred	Bachelor's degree
Work Experience	Minimum	
	Preferred	Two (2) years of work experience in healthcare setting Experience regarding quality improvement and standards of care preferred Experience in grant writing Experience in analyzing and interpreting data
Licenses & Certifications	Minimum	Basic Life Support/CPR
	Preferred	
Required Skills, Knowledge, and Abilities		Demonstrate high degree of professionalism and service excellence Excellent verbal and written communication skills Demonstrated ability to facilitate meetings, negotiate with and influence others Ability to manage, manipulate and evaluate large databases Ability to present oneself and one's ideas with clarity, confidence and poise Ability to establish trust and credibility at all levels of the organization Ability to make knowledgeable clinical assessments and judgments Ability to educate patients Ability to communicate with a customer service focus Ability to provide counseling and emotional support with compassion and respect for the individual Ability to work as a member of the care team

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	Ability to maintain confidentiality of medical records Ability to prioritize tasks Proficiency in MSOffice (Word, Excel, PowerPoint, Outlook) Bilingual English/Spanish preferred Reliable transportation/ability to travel to other locations, as needed		
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	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 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
	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#
	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#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#
List any other physical requirements or bona fide occupational qualifications:		•	

Work/Environmental: Moderate noise level consistent with an office environment.

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.