

*Code: 1134*

*Title: HEALTH UNIT SUPPORT COORDINATOR*

**SUMMARY:** Provides paraprofessional support to the assigned nursing unit by coordinating and transcribing medication, treatment and other special orders received from health care providers in a health care facility.

**DUTIES/RESPONSIBILITIES:** (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Coordinates and transcribes medication, treatment and other special orders received from health care providers in assigned nursing unit;

Coordinates, prepares, sends and tracks all requisitions for patient services including special diets, lab and testing results and appointments, ensuring requests are completed accurately and on time;

Receives, reviews, prioritizes and verifies medical, treatment, prescription and lab orders and initiates action;

Creates, updates and processes medical records with admission, readmission, transfer, discharge and other documentation to reflect current patient status and makes corrections to same;

Provides detailed information on patient status and unit operation to queries by health care staff;

Receives, screens, directs and provides routine information in response to phone calls, patients and visitors, and locates nursing staff to answer specific questions regarding patient status;

Transcribes diet, feeding and physician orders to patient medical records and transfers the orders to medical forms and enters into automated information systems;

Coordinates with doctors' offices, laboratory facilities, clinics and hospitals to schedule residents' health related appointments and treatments;

Coordinates with the County's Public Fiduciary and/or next of kin to ensure appropriate authorizations for treatment are obtained when necessary;

Communicates with health plan and providers to resolve seeming discrepancies, to clarify order and chart information and regarding pharmacy and special medical procedures and treatment related to prior authorization for residents;

Performs medical record chart audits for compliance with Federal and State rules and regulations and the facility's standards and procedures, follows up with healthcare providers, department, agency or family member to obtain missing information or items;

Coordinates and arranges transportation with other department sections and outside agencies ensuring special accommodations are met per resident's needs;

Attends meetings to keep current on new unit and department processes and procedures and Federal and State rules and regulations;

Compiles statistical data to prepare periodic reports concerning patient census and unit operations for internal use and submittal to regulatory agencies;

Coordinates, arranges, prepares and distributes monthly on-call, meeting and patient schedules to appropriate hospital departments and personnel;

Maintains filing system of patient and physician records;

Maintains appropriate security and confidentiality of information created or encountered in the performance of assigned duties;

Orders and stocks office supplies.

**KNOWLEDGE & SKILLS:**

Knowledge of:

- medical terminology;

- . medical office practices and procedures;
- . medical record keeping and filing systems;
- . applications of automated information systems;
- . business English, spelling, grammar, punctuation, and composition;
- . rules, regulations, policies, and procedures applicable within work unit;
- . research techniques and report writing;
- . office practices, procedures, and equipment.

Skill in:

- . coordinating patient services requisitions and status documentation;
- . recognizing and setting priorities for processing medical documents;
- . use of automated information systems to maintain data and produce documents;
- . entering information into and retrieving information from medical records and a computer database;
- . assisting health care staff, visitors and patients in-person and by telephone;
- . maintaining a medical filing system.
- . prioritizing multiple tasks and activities;
- . researching and compiling information and writing reports;
- . communicating effectively.

MINIMUM QUALIFICATIONS:

(1) Graduation from an accredited college or vocational/technical school program as a "hospital unit coordinator", "ward clerk", "unit clerk", "medical office specialist I or II" or closely related program and one year of specialized clerical experience in a healthcare setting.

*OR*

(2) Completion of a course from an accredited college or vocational/technical school in medical terminology and three years of clerical experience, one of which is in a large medical institution (e.g., hospital, nursing home, long-term care facility) that provides direct patient care.

(Six months experience using a variety of medical terminology may substitute for course.)

OTHER REQUIREMENTS:

Physical/Sensory Requirements: Physical and sensory requirements will be determined by position.

Special Notice Items: All positions require that employees be free from communicable disease; tuberculosis (TB) and measles/mumps/rubella (MMR) test will be conducted. Hepatitis B vaccine will be provided.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.