



POSITION DESCRIPTION

POSITION TITLE: Customer Experience Liaison
REPORTS TO: Clinical Experience Manager
CLASSIFICATION: Non-Exempt
FUNCTION: Office and Therapy Operations

INTRINSIC RESPONSIBILITIES:

Supports physical, occupational, speech, dyslexic and tutoring therapy care delivery by greeting pediatric patients and their families, scheduling appointments, answering incoming phone calls, collecting documents and payments, preparing treatment areas for therapists, cleaning and disinfecting treatment rooms and therapy equipment, and assisting in child treatments, as needed, in the presence and direct supervision of a licensed therapist as permitted by state and/or payor regulation.

ESSENTIAL JOB FUNCTIONS:

This position will have rotating job functions based on the daily schedule of the clinic. These functions include the following:

THERAPY AIDE RESPONSIBILITIES:

- Prepares treatment room for child as requested by therapist.
- Sterilizes therapy equipment and supplies and delivers equipment and supplies to treatment area, positioning equipment for therapist access.
- Maintains therapy supplies inventory by checking stock to determine inventory level; anticipating needed supplies; requesting orders for supplies; verifying receipt of supplies.
- Assists in child treatments when requested by therapist. Will assist in treatments only in the presence and direct supervision of a licensed therapist as permitted by state and/or payor regulation.
- Assists in documentation of therapy visit notes under the direct supervision and review of the therapist.
- Carries out routine cleaning and maintenance support operations of the clinic's physical plant, patient care equipment, and supplies in accordance with regulatory standards and EHS policies and procedures.
- Complies with the Facility's Comprehensive Compliance Plan (CPP), which includes but is not limited to: Business & Clinical Operations, Environmental Health & Safety, HIPAA, Human

Resources and Code of Conduct as well as all facility policies and procedures and educational requirements associated with the Comprehensive Compliance Plan.

- Comply with all local, state and federal regulations training and instruction requirements as well as any other standards that govern healthcare services provision
- Perform other duties as assigned.

WEEKLY REPORTING RESPONSIBILITIES:

- Patient schedule issues or trends including:
 - waitlist status / available appointments.
 - patient no show/cancellation rates by therapy.
- Patient drop off report.
- Updates on any patient's privacy practice needs or concerns.
- 'Time of service payment collection's trends or concerns.

BASIC CLERICAL RESPONSIBILITIES:

- Answering incoming calls and message distribution.
- Calling families for appointment reminders, missed therapies, therapist cancellations and other contact as needed.
- Mail distribution.
- Type correspondence as needed.
- Record minutes for staff meetings.
- Check in patients.
- Collect and post patient payments and documents on cash form.
- Accept, document, and process 'requests for records' per authorization and privacy guidelines.

PATIENT INTAKE RESPONSIBILITIES:

- Receive and document referrals:
 - New referrals received by fax will be checked and processed daily.
 - Enter basic demographic information and insurance information into EMR.
 - Add new referral to POC Wait List Tracking workbook.
- Process paperwork
 - Scan all intake paperwork into patient chart.
 - Ensure parents complete medical history updates at time of re-eval.
 - Annually (in December) – update contact info, auth for release of info.
- Scheduling
 - Manage waiting lists and schedule new patients for eval/ongoing treatments.
 - Track family requests for schedule changes.
 - Annually – repopulate schedule in EMR.
- Run Medicaid Eligibility Checks – Daily.
- POC Tracking – ensure that progress notes and re-evals are completed in

timely manner and physician signatures obtained on POC every 3 months.

- Daily – run signed documents report.
- Fax POC to physician for signature.
- Monitor to ensure signatures received – refax as necessary.
- Scan signed POCs into patient chart.

QUALIFICATIONS:

- A person who has a passion for serving children with special needs.
- A person with good interpersonal skills and the ability to work well within the context of a team.
- A person with excellent organizational skills.
- A person who demonstrates the physical and mental capabilities to perform the duties required of the position.

POSITION REQUIREMENTS:

- Communication skills—written, verbal and general interactive.
- Organizational skills—priority setting, file maintenance and report generation.
- Attention to detail--mathematical and data processing.
- Data processing proficiency—Practice management software, Microsoft Word.
- Bilingual – Spanish speaking preferred but not required.

EDUCATION:

- High school or equivalent skills and aptitude required.
- Health Occupations courses in High School, desirable
- Basic computer courses or equivalent preparation, preferred.
- College level basic science course, preferred.

EXPERIENCE:

- Medical or business office experience preferred.
- Insurance industry claims processing/management preferred.

PHYSICAL DEMAND CAPACITY:

Consistent with Industry PDC's or minimally:

- Requires manual dexterity and general strength and endurance
- Lifting---routinely loads of 5-35 pounds from
 - Floor to waist
 - Waist to shoulder
 - Shoulder to overhead
- Carrying—routinely loads of 5-10# for 40-50'.
- Pushing---routinely loads of 5-50# on casters, runners or pulleys.
- Sustaining a grip---routinely for 1-2 minutes of 40-50#.
- Sitting---routinely for 1-2 hours uninterrupted

- Bending & reaching—routinely for office duties
- Walking—routinely to access other personnel
- Viewing monitor screen/using keyboard—routinely >1 hour duration

EXPOSURE DETERMINATION:

- Has the potential for Hazardous Substance Exposure due to work duties.
- Has the potential for Bloodborne Pathogen Exposure due to work duties.

HIPAA STATUS:

- Has been determined as eligible for access to/use of PHI & EPHI based on work duties and responsibilities in compliance with 'minimal necessary' standards.

Joe's Kids has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the team members' ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by management staff as deemed appropriate. This document does not represent a contract of employment and Joe's Kids reserves the right to change this job description and/or assign tasks as needed.

My signature indicates that I understand and agree to fulfill the position description as reflected above and that I have been given the opportunity to discuss and request clarification of any duties and/or responsibilities noted.

Employee

Date