



JOB TITLE: Telehealth Navigator
DEPARTMENT: Program Resources
REPORTS TO: Director of IT

Statement of Duties

Duffy Health Center is a patient-centered medical home and every role requires functioning effectively using a team-based approach. The Telehealth Navigator will be responsible for working with clients to guide them through accessing telehealth services through Duffy Health Center. The Telehealth Navigator will work with staff in order to best serve the clients' telehealth needs by receiving referrals and acting upon them in a timely manner. This position is deemed non-essential* in the DHC Emergency Operations Plan.

Position functions

The statements contained in this job description reflect general details, as necessary, to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties, as assigned, including work in other functional areas to cover absences or provide relief, to equalize peak work periods or otherwise to balance the workload.

1. Assess client access to technology, current digital skill level pertaining to what they need to accomplish the plan, connectivity needs, and internet use priorities.
2. Identifies barriers to telehealth use among patients and clients and works with management team to develop solutions.
3. Provides individualized or small group assistance to Duffy Health Center clients who need affordable home internet service, affordable internet-capable devices, and/or coaching in introductory digital skills to become effective home internet users.
4. Coach clients as necessary to use their home internet services to meet their internet use priorities. This may include both in person, phone, and online interactions, as well as referral to sources of additional digital literacy skill training.
5. Helps individuals with limited digital literacy to obtain benefit from digital tools and technology including telehealth, patient portal, and remote monitoring for clinical care.
6. Participates in Epic transition process, attending the Patient Experience Working Group and reporting back to internal working group.



7. Identify and enroll individuals in Epic MyChart patient portal and provide technical support to patients regarding its use.
8. Track each client's progress and types of requests, keep accurate and timely records, and report outcomes as required.
9. Participates in the creation of a strategy for technology integration at Duffy Health Center.
10. Participates in the Duffy IT Steering Committee meetings.

Recommended Minimum Qualifications

Minimum Education and Experience

A candidate for this position should have at least a high school diploma, or GED. An Associates Degree in a computer related field of study or equivalent experience.

Two (2) or more years of IT experience related to customer support, training, and /or education, ideally in a clinical setting is preferred.

Requirements under the DHC Emergency Operations Plan

During a declared Emergency, staff deemed as Essential Personnel are expected to work onsite at Duffy Health Center and Non-Essential Personnel are expected to work remotely. This position is Non-Essential and therefore this position may be expected to work remotely during a declared emergency.

Knowledge, Skills, and Abilities

A candidate for this position should have the following:

Knowledge of:

- Telehealth processes and updates
- HIPAA regulations
- Clinical settings and boundaries that are present

Skill in:

- Skill necessary to develop and maintain effective and appropriate working relationships with co-workers, customers, vendors, patients, and/or representatives of other agencies.
- Excellent self-organization skills, language capacity and cultural competency.
- Exemplary telephone and online communication skills, especially the ability to establish trust with clients of varied educational and cultural backgrounds.



And ability to:

- Demonstrate a positive attitude, interpersonal skills, cultural sensitivity, and a sense of humor in working with diverse customers, coworkers, patients, and community.
- Provide excellent customer service, establish boundaries with patients and be flexible.
- Creatively solve and manage stressful situations in a calm, positive manner.
- Commit to the philosophy and mission of Duffy Health Center which serves the homeless and at-risk population, and to the team-based approach as part of PCMH.

Accountability

The nature of work means that errors can be easily detected, usually by the employee. Consequences of errors, missed deadlines or poor judgment may result in minor confusion, involving minimal time and expense for correction, such as data entry or failure to follow established procedures.

Judgment

Well defined or detailed rules, instructions and procedures cover all aspects of work. Judgment involves choosing the appropriate practices, procedures, regulations, or guidelines to apply in each case.

Complexity

The work consists of simple, routine, or repetitive tasks and/or operations with few variations in established procedures.

Supervision Required

Under general supervision, the employee is familiar with the work routine and uses initiative in carrying out recurring assignments independently with specific instruction. The supervisor provides additional, specific instruction for new, difficult, or unusual assignments, including suggested work methods. The employee is expected to recognize instances which are out of the ordinary and which do not fall within existing instructions; the employee is then expected to seek advice and further instructions. Reviews and checks of the employee's work are applied to an extent sufficient to keep the supervisor aware of progress, and to insure that completed work and methods used are technically accurate and that instructions are being followed. In many cases, the work is self-checking, for example, requiring accounts to balance before proceeding.

Nature and Purpose of Contacts

Relationships with co-workers and the general patient population involving frequent explanation, discussion or interpretation of practices, procedures, regulations, or guidelines in order to render service, plan, or coordinate work efforts, or resolve operating problems. Other regular contacts are with patient/service recipients and employees of outside organizations such as vendors, banks and/or developers/contractors. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative, or uninformed persons.



Work Environment

The work environment involves everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant.

Physical Demands

Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. There may also be some occasional lifting of objects (up to 30lbs.).

Motor Skills

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, computer and/or most other office equipment, typing, filing, sorting, or operating a motor vehicle.

Occupational Risk

Duties of the job present little potential for injury. Risk exposure is similar to that found in typical office settings.

Confidentiality

Has access to some confidential information obtained during performance of regular position responsibilities, where the effect of any disclosure would probably be negligible or where the full significance of the overall confidential matter would not be apparent in the work performed.

Essential*

*Employees designated as “essential,” a standard Incident Command term used in Emergency Management, typically work on-site to provide direct clinical care or management of such.

Non-essential*

*Employees designated as “non-essential,” a standard Incident Command term used in Emergency Management, typically work off-site remotely to provide either clinical or administrative support to clinical operations.