Job Description Examples - Patient Portal Supervisor

The attached is a document with several examples of job descriptions for a patient portal supervisor.

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Job Description Examples

Patient Portal Leadership Positions

The following are examples of job descriptions that include some elements that might be expected in a Patient Portal Manager's job.

Ideas for Job Responsibilities of a Patient Portal Manager

Testing of all functionality especially after upgrades
Creating maintaining and improving analytics and data trending to drive efficiencies (canned responses, automatic messaging etc) but also to provide feedback to clinical teams on use and opportunities
Marketing and promotion
Routing rule setup, maintenance and improvement
Operational updates as necessary (Hours of operation etc)
Managing MOU details for partnering institutions that make use of Portal (ICF homes, HOME health professionals etc)
Managing strategy and risk for minor confidentiality and other risk related activity (HIV, minor pregnancy results etc)
Staying abreast of regulatory rules and changes relative to online PHI.

Job Description

PORTAL PROJECT MANAGER

This Portal Project Manager position will combine technical expertise with business acumen to outline and document the patient portal application requirements, conduct business process and requirements analyses, solution assessments, and cost/benefit analyses to align information technology and mobile solutions with the Patient Connectivity strategy. The PM is responsible for the management, implementation, and support of patient engagement interfaces, portal and integration including HL7/CCD system(s) deployment and integration.

MAJOR RESPONSIBILITIES

- Develop project plans, as well as manage projects and resources.
- Create and manage the following analysis and deliverables: process maps, business requirements, business rules, user stories, user flows, and acceptance tests.
- Research and identify alternative IT delivery solutions as required.
- Lead teams of various functional and technical resources, with internal and external stakeholders.
- Document business processes, workflows, functional requirements, gap analysis, and use cases.
- Document recommendations and technical solutions to fulfill business requirements.
- Support analysts as needed with the creation of test scripts, perform functional and regression testing, and lead and facilitate meetings.
- Assists with the transition of Enterprise Patient Portal to support ensuring that any unique requirements are incorporated into the project plan.
- Documents the business impact of system issues.

- Assists in formulating and defining requirements, design, testing, implementation, training, and support through research and fact-finding, combined with a basic understanding of business systems and business unit requirements.
- Acts as liaison between Market area and Enterprise Patient Portal team.
- Define and track success metrics related to the Enterprise Patient Portal.

Competency

- Possess understanding in the areas of interface design, application programming, database and system design.
- Understand Internet, Intranet, Extranet and mobile architectures.
- Sound judgment, relationship management and excellent communication and presentation skills.
- Possess strong planning, organizational and prioritizing skills.
- Problem solving and analytical skills, as well as the ability to multi-task and work independently.
- Exhibit confidence and an extensive knowledge of emerging industry practices in Health IT when solving problems.
- Push creative thinking beyond the boundaries of existing industry practices and client mindsets to present revolutionary ideas.
- Excellent verbal, written and negotiation skills.
- Develop relationships with market personnel that foster market ties.

- Continually seek opportunities to increase customer satisfaction and strengthen market relationships.
- Communicate effectively with all stakeholders to identify needs and evaluate alternative business solutions with project management.
- Suggest areas for improvement in internal processes along with possible solutions.
- Ability to lead design sessions and drive solution design decisions utilizing their solid grasp on the business problem and the right solution to solve it.
- Create and maintain project plans and responsible for financial forecasting, tracking, managing issue/risk and reporting.
- Have a proven track record of managing and meeting project deadlines and delivering high-quality services and project artifacts.
- Works independently with only general direction and minimal supervision. Uses skills and abilities to complete complex tasks, including deciding which processes to use.
- Advocates for and positively represents other programs and services when working with customers and stakeholders
- Show the ability to be self managed, can manage own time and prioritize work to meet timeline.
- Demonstrate ability to reason logically and provide effective solution to complex problems. Make high quality decisions based on facts and business priorities.
- Delivers products and services when and where the customer needs them. Explores options when unable to deliver a requested product or service, and pursues solutions until the customer is satisfied.
- Ensuring that the work carried out by staff is aligned with the organization's mission. How their position contributes to the mission, goals and objectives of the organization

- Accept responsibilities for own action and demonstrate trust worthiness and high personal standard with dealing with others.
- Focus energy on activities that will achieve the greatest results.

QUALIFICATIONS

- Bachelor of Science in Business, Technology, Health Informatics, or related field desirable, or an equivalent combination of education and experience is required.
- 5+ years experience in building and specifying mission critical business applications in the role of a Business Analyst, Technical Consultant or Project Manager.
- Strong knowledge of HIE and healthcare related information systems.

Patient Portal Concierge Job Description

The Patient Portal Concierge assists the Director or designee with facility implementations of Meaningful Use, Stage 2 Patient Portal Initiatives. Responsibilities include, but are not limited to: Assist Patient/ Proxy with Patient Portal enrollment process Assist Patient/ Proxy with Patient Portal initial login process Assist with the promotion, implementation and execution of Patient Engagement Events Education required/preferred: High School Diploma or Equivalent Skills, Knowledge, and Abilities.

Abilities:

1. Demonstrated ability to communicate effectively both verbally and in writing.

2. Demonstrated customer service skills and teaching abilities.

3. Demonstrated ability to establish and build strong relationships across a broad range of personality types.

4. Computer literate.

5. Demonstrated ability to navigate the internet.

SUMMARY:

Patient Portal Coordinator Non-Exempt; Full Time Clinic Operations Manager
Patient Portal Interns Clinic Operations

JOB DESCRIPTION

Patient Portal Coordinator will be responsible for planning, implementation and planning for Patient Portal. The Patient Portal Coordinator will assist staff in the enrollment of Patients for Patient Portal.

APHCV expects all employees to respond and participate to emergency situation per emergency policies and procedures.

DUTIES AND RESPONSIBILITIES:

1. Patient Portal Enrollment

a. Responsible for overall logistics in enrollment of Patient Portal

b. Interact with patients to motivate them to sign up for Patient Portal

c. Assist patients with registration onto Patient Portal

d. Create promotion materials/events to encourage patients to sign up for patient portal

2. Patient Portal Education

a. Responsible for overall logistics in education of Patient Portal

b. Educate patients on how to use Patient Portal

3. Patient Portal Intern Recruitment

a. Responsible for hiring and recruitment of interns (post ads, career fairs, etc)

b. Coordinate training for interns (IT, HR, EPM, Patient Portal, Facility)

c. Evaluate interns on performance

d. Create educational curriculum for interns

4. Patient Portal Evaluation and Maintenance

a. Create policies and procedures for Patient Portal

b. Communicate with APHCV staff needed to complete task

c. Analyze data on a regular basis to monitor the progress of Patient Portal

d. Train staff members on Patient Portal when needed

PERFORMANCE EXPECTATIONS:

- The Patient Portal Coordinator will provide weekly reports of registration and token generation for each site.

- The Patient Portal Coordinator will hold a weekly meeting with Clinic Managers to troubleshoot issues with Patient Portal.

- The Patient Portal Coordinator will respond to patient inquiries (phone/secure messaging) within 24 hours.

- The Patient Portal Coordinator will hold a weekly meeting with interns to discuss outreach efforts for Patient Portal. QUALIFICATIONS:

· Ability to work independently with minimal supervision

· Sensitivity and interest on Asian and Pacific Islander health issues and careers.

· Bachelor's Degree preferred

· Legal authorization to work in the United States

· A valid California Driver's license with clean records and access to insured automobile

· Completion of APHCV Health Assessment Form

· Completion of DOJ background check Skills Preferred:

· Fluent in Spanish

· Willingness and ability to work with diverse people

· Strong interpretation skills and detail-oriented

· Strong facilitation skills

· Strong communication skills

· Knowledge and familiarity with the U.S Healthcare system and API health issues

· Knowledge of health promotion and education

· Knowledge and experience with Microsoft Office PHYSICAL REQUIREMENTS: Must be able to materially perform the task normally associated with the position including but not limited to: ability to lift up to 25 lbs. Last updated on: 2/18/2015

Patient Portal Coordinator

JOB DESCRIPTION

JOB TITLE: Patient Portal Coordinator

DEPARTMENT: General Services

REPORT TO: Chief Operations Officer

SUPERVISES: None

COMPENSATION STATUS: Non exempt

IMPACT OF ERROR: Moderate

WORK SETTING: Clinical Environment

LEVEL OF ACCESS TO EPM:

EMR:

ICS:

APPROVED: 9/1/2011

REVIEWED:

REVISED:

EMPLOYEE SIGNATURE: _____DATE:_____

JOB SUMMARY

The primary function of the Patient Portal Coordinator is to oversee the continual promotion of and support for the patient portal. The Patient Portal Coordinator is expected to assist patients with registration, orientation, and understanding of the Patient Portal. Also responsible for assisting in the development and improvement of the Patient Portal using Best Practices information. Assists in the development of reporting and analysis of portal utilization. Also responsible for assisting in the development of training materials. Serves as the liaison between clinical teams and front office staff regarding strategies for efficient and effective registration processes.

JOB DUTIES AND RESPONSIBILITIES

Patient Scheduling and Registration

Assists patients with registration and orientation into the Patient Portal.

Greets patients and visitors in a prompt, courteous, and helpful manner.

Effectively communicates the patient portal to patients and promotes utilization.

Monitors patient utilization and troubleshoots access issues.

Encourages all patients to register in the patient portal asking and recording answers to all questions.

Follows up in the completion of patient enrollment into the patient portal.

Educates the patient's as to the benefits of using the patient portal.

Assist in training as needed.

Reporting and Analysis

Attaches all appropriate paperwork such as financial assistance forms and POS reports to encounter forms.

Performs reports and audits on a routine basis to monitor and analyze the utilization rates within the patient portal.

Works with CLINIC staff in determining ways in which to optimize patient portal use.

Evaluates status of patient's enrollment.

Training and Process Development

Develops training material to assist patients in the use of the patient portal.

Monitors changes in the patient portal and develops Best Practices for the program.

Serves as a liaison between clinical teams and front office staff regarding strategies for effective and efficient registration processes.

Other Duties

Communicates frequently with the clinical team regarding patient requests, scheduling issues or other aspects of duties.

Effectively maintains and protects the confidentiality of all medical records and patient information.

Attend seminars and trainings to maintain current knowledge or financial programs.

Maintain accuracy of patient demographics and financial information in PMS.

Prepares for next day's clinic.

Alerts Lead Visit Coordinator or designated person to needed supplies/equipment.

Reports any safety hazards.

Perform other duties as assigned.

General Agency Duties

Fosters an environment that promotes trust and cooperation among all staff.

Enforces clinic policies and procedures to ensure that the principles of the organization are implemented.

Maintains confidentiality of all patient and employee information to all except the Clinical Director or other designated employees.

Informs Clinical Director of matters of general interest and problem areas as such are determined or discovered.

Attends all CLINIC mandatory meetings and other meetings as requested.

Understands and adheres to the Ethics, Compliance and Code of Conduct policy.

Customer Service

Participates in customer service related issues. Adheres to the following customer service values created for the organization:

We are continued to providing quality care and strive to continually improve.

We strive to treat patients and each other with respect, courtesy and compassion.

We believe that it is everyone's responsibility to identify problems, take ownership and contribute to solutions.

We promote teamwork and cooperation to create an environment that maximizes efficiency and satisfaction.

We actively encourage open communication and mutual education.

PERSONAL/BEHAVIOR

Displays cheerful demeanor and makes positive comments when on duty.

Refrains from participation in harmful gossip, dysfunctional group interactions and divisive behavior.

Displays courteous and professional behavior in all interactions with the public.

Works cooperatively with other staff members.

Displays flexibility in accepting, changing or carrying out assignments.

Adheres to dress code expectations, including fragrance-free requirements.

Displays sensitivity in a multicultural environment.

KNOWLEDGE, SKILLS, AND ABILITIES

Moderate to advanced technical troubleshooting skills

Basic NextGen Orientation

Basic Windows OS information

High level of skill in maintaining calm, professional, courteous and helpful demeanor in times of stress.

Skill in making appropriate decisions to benefit patients and meet company objectives.

Ability to prioritize work and complete it on a timely basis with minimal supervision.

Ability to follow procedures.

Ability to deal with change and seek out opportunities to effect change to promote patient care.

Strong customer service approach to problem solving situations.

Ability to read, write, understand and spell English correctly.

EDUCATION & EXPERIENCE REQUIREMENTS

High school diploma required or equivalent

Ability to read, write, understand and spell English and medical terminology correctly.

Basic Computer or keyboarding skills.

Typing 35-45 WPM

Excellent people skills and customer service orientation.

PREFERRED EXPERIENCE

Experience working with patient registration procedures.

Basic knowledge of medical or dental terminology.

PHYSICAL DEMANDS

STANDING/WALKING: Up to 10% of the workday consists of stand/walking on tile and cement floors while performing duties.

SITTING: Up to 90% of the workday may be spent sitting answering the telephone.

LIFTING: Lifting may include up to 5 lbs of items such as charts. 5% of the day involves lifting requiring a full range of motion.

CARRYING: Up to 5% of the day may include carrying objects weighing up to 10 lbs.

PUSHING/PULLING: Up to 5% of the day may require pushing or pulling equipment, drawers, or carts.

CLIMBING: No more than 3% of the time may include climbing one flight of stairs.

BALANCING: Up to 1% of the time may be required to use a footstool in retrieving supplies.

STOOPING/KNEELING: Up to 5% of the workday are spent stooping or kneeling to open drawers and gathering equipment.

BENDING: Up to 25% of the workday may be spent in bending at the waist.

CROUCHING/CRAWLING: None required.

REACHING/STRETCHING: Up to 3% of the time may require reaching or stretching to retrieve equipment or supplies on shelves.

HANDLING: Hand and wrist movement is required 100% of the workday.

FINGERING Up to 90% of the workday involves writing or keyboarding, receiving and sending messages.

FEELING: Normal tactile feeling is required to perform all job duties.

THROWING: none required.

TWISTING: Up to 5% of the day may be required in retrieving supplies or equipment.

TALKING: Average ability and fluency in English is required in communicating with patients, staff, and outside agencies, such as pharmacies and physicians' offices.

HEARING: Average ability is required in answering the telephone and performing all job duties.

SEEING: Average ability is required to read and follow instructions or use a computer.