

# Inland Northwest TeleHealth Services

## INLAND NORTHWEST HEALTH SERVICES

### Non-Management Job Description

**Job Title:** TeleMedicine Specialist

**Reports to:** Director, TeleHealth

**Dept.:** TeleHealth

**Job Code:** P210

**Date:** July 2002

**Salary Range/Class:** E02/Exempt

#### **JOB PURPOSE:**

This position provides coordination of telemedicine by providing administrative and technical support to the TeleHealth Director and network sites. This position has the responsibility of maintaining a functional, efficient and professional atmosphere; facilitating program development; providing support to local and remote end-user sites; coordinating events and maintaining communication with site coordinators; updating the TeleHealth website; assisting in development of policies and procedures; and assisting in pursuit and coordination of new business opportunities. In addition, this position demonstrates excellence in service to all who come in contact with the department.

#### **PHYSICAL, SENSORY, ENVIRONMENTAL:**

The TeleMedicine Specialist may operate a computer for extended periods of time; may work days in office; also must be able to communicate by telephone, in person, in writing, and e-mail; and work with considerable interruptions.

Lift, carry, push, pull objects up to 30 lbs.; need good visual acuity to discern errors in documents.

Blood-Borne Pathogen Category III - No exposure to blood-borne pathogens.

#### **JOB DIMENSIONS:**

The TeleMedicine Specialist has the responsibility for day to day TeleHealth operations. Organizational, communication, problem solving, prioritizing and decision making skills are routinely used in everyday activities. A high level of discretion and independent judgments are required to make appropriate decisions regarding events, telephone calls, correspondence, files, research and response to questions; demonstrates a complete understanding and ability to perform event coordination, connections of all applications of TeleHealth, produce monthly utilization reports, and updating the website. There is a minimum of supervision and appropriate initiative must be taken to plan, organize and complete projects. The TeleMedicine Specialist must deal successfully on the job site as well as interfacing with other Inland Northwest Health Service's entities and regularly affiliated staff.

Speaks on TeleHealth activities and aspects, demonstrating use of TeleHealth technology and related peripherals.

Multi-task activities and non-routine environment requires constant flexibility and adaptability to change tasks and settings at any given time.

**INHP TeleMedicine Specialist Job Description**

**QUALIFICATIONS:**

**ESSENTIAL/NON ESSENTIAL**

BA or AA degree in health care field or equivalent combination of training, education and experience. E

One to three years of TeleMedicine experience preferably with specific experience in events, operating TeleMedicine equipment, training and understanding of current aspects of TeleMedicine. E

Skilled with all office equipment, in word processing (formatting, creating and editing of text using Meditech, Windows, and other database systems), spreadsheets, photocopier, and fax. E

Excellent phone, verbal and written communication skills. E

Must be able to communicate and work effectively with all levels of management and with the public. E

Ability to demonstrate excellent customer service even under adverse conditions; to work independently and make sound decisions; to manage multiple priorities and prioritize; to maintain confidentiality; to maintain close communication with the administration. E

**SIGNATURES:**

The undersigned have read this job description and agree that it defines the position as it currently exists. The undersigned know the established salary range for this position.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director - TeleHealth

\_\_\_\_\_  
Date

\_\_\_\_\_  
Chief Operating Officer

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date