

FLORIDA HEART ASSOCIATES

JOB POSTING

CARE TRANSITION COORDINATOR – Full-time

REPORTS TO: Clinical Support Manager

DUTIES INCLUDE, BUT NOT LIMITED TO:

- **Maintain a working patient list and utilize available information to determine when patients are discharged from the hospital.**
- **Pull EPIC records and extract pertinent cardiology information from recently hospitalized patient medical record that supports orders and testing.**
- **Enter orders as given by providers into GEMMS.**
- **Create charts for new patients to Florida Heart Associates.**
- **Collects and maintains a list of patients with their orders, status (home/inpatient/skilled nursing facility) and needs**
- **Message and communicate with providers to clarify orders or update on patient status.**
- **Contact discharged patients by phone to schedule appointments as ordered.**
- **Message Unit Clerks in appropriate departments for testing orders/HMO insurance authorizations.**
- **Schedule TAVR and Lifestest appointments accordingly.**
- **Coordinate and schedule postop cardiothoracic center patients with Lee Health by phone.**
- **Mail scheduling request letters to patients who have not returned phone calls.**
- **Email patient's appointment confirmation details when requested.**
- **Triage and educate patients with blood pressure questions, wound concerns, medication questions, etc. and give feedback based on midlevel's advice.**
- **Refill medications or new medications.**
- **Mail lab orders to patients and instruct how and when to have labs drawn.**
- **Facilitate efficient and smooth referrals to outside facilities. Fax referrals, records, schedule appointments, communicate appointment details with patient.**
- **Answer basic cardiac post-op questions**
- **Mail new patient forms when nurse practitioner/physician assistant is scheduled.**
- **Perform other duties as assigned by supervising manager.**

QUALIFICATIONS:

- **Knowledge of professional nursing theory and practice to assess, plan, implement and evaluate patient care.**
- **Strong working knowledge of cardiac terminology, medications and diagnosis.**
- **Knowledge of cardiac tests, TAVR and Lifestest**
- **Familiarity of insurance requirements and processes.**
- **Ability to apply critical thinking skills and choose a course of action or developing appropriate solutions by identifying and understanding issues, problems, and opportunities.**
- **Ability to effectively manage one's time and resources to ensure that work is completed efficiently.**
- **Excellent organizational skills.**
- **Excellent communication skills and the ability to interact well with diverse individuals.**

- **Ability to communicate effectively and provide clear verbal and written information via in-person, email and phone to patients, physicians, co-workers, leadership.**
- **Ability to work independently with little to no supervision.**
- **Ability to establish and maintain effective working relationships with patients and all office and medical staff.**
- **Proficient in computer literacy skills with the ability to use and troubleshoot Outlook and Microsoft Word.**
- **Skill in operating computer, photocopier and fax machine.**
- **Skill in preparing and maintaining patient records and responding to correspondence.**
- **Knowledge of electronic medical record systems and practice management systems**
- **Ability to file and maintain patient records, files, reports, forms and other correspondence.**
- **Ability to interpret, adapt, and apply guidelines and procedures.**
- **Ability to accommodate flexible working hours as determined by manager/supervisor.**

EDUCATION: Graduate of an accredited program for nursing

EXPERIENCE:

- **At least one year of professional nursing experience**
- **Cardiology and med/surg experience preferred**

CERTIFICATION/LICENSE: Clear, active license – RN/LPN

Florida Heart Associates is an Equal Opportunity Employer and is proud to be a drug and tobacco free organization.

Job Posting August 1– August 8, 2022