



POSITION DESCRIPTION

TITLE: Intake Coordinator

RESPONSIBILITIES:

1. Responsible for managing all aspects of the patient intake referral process, establishing, and maintaining positive relationships with patients/family members and referral sources, and responding to requests and concerns.
2. Coordinate the referral process from first point of contact, including:
 - a. Completing all necessary paperwork, gathering required documentation from referring providers, and assisting with placement of DME and medication delivery. Documents in clinical notes.
 - b. Maintains current pending list.
 - c. Speak to patients and families about East End Hospice and the services offered.
 - d. Evaluate patient's appropriateness for East End Hospice services based on information in patient record and consistent with agency policies and admission criteria, and in conjunction with the patient's physician and/or hospice Medical Director and clinical leadership.
 - e. Communicate with Patient Care Coordinator to assist with scheduling admissions and ensure smooth transition into East End Hospice.
3. Collaborate with hospital case managers to facilitate and coordinate discharge plans for patients coming onto service with East End Hospice.
4. Maintain customer relations database to include all current and potential referral sources.
5. Collaborate with other members of the clinical team to enable a smooth transition for patients and families enrolling in Home Hospice or The Kanas Center for Hospice Care.
6. Remain flexible as to the duties of the position.
7. Conducts outreach to referral sources and collaborates for a smooth referral process.
8. Functions as a hospital liaison when East End Hospice patients are hospitalized.
9. Makes evaluation visits as needed.

QUALIFICATIONS:

1. Strong clinical background.
2. Strong electronic data management skills.
3. Demonstrates exceptional communication skills when interacting with staff, patients, families, referral sources and the community.
4. Knowledge of Medicare conditions of participation, Department of Health regulations, Joint Commission standards and private insurance requirements.
5. Demonstrates autonomy, organization, assertiveness, flexibility, and cooperation in performing job responsibilities.

PROFESSIONAL REQUIREMENTS:

1. A registered professional nurse currently registered and licensed to practice nursing in the State of New York.
2. Three to Five years of experience as a registered professional nurse, preferably in hospice.

SALARY: \$ 100,000 per year

TO APPLY: Please send resume and cover letter to Roseann Portillo, HR Coordinator rportillo@eeh.org