

## **DIVISION SCOPE OF SERVICE**

<b>Division: FAR WEST</b>
<b>DHP Classification: PATIENT CARE COORDINATOR</b>
<b>Name of Dependent Healthcare Professional (DHP):</b>

  

<p><b>Patient Care Coordinator:</b> The Patient Care Coordinator must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility.</p>
<p><b>Definition of Care or Service:</b> The Patient Care Coordinator assists physicians by serving as a patient discharge navigator. Scope of Service may include:</p> <ul style="list-style-type: none"> <li>Serves as a Patient Navigator in the hospital setting with the primary focus of reducing LOS, reducing readmissions and improving the patient's discharge experience.</li> <li>Maintains and secures patient data and medical records</li> <li>Communicates discharge information to patients, families, physicians and hospital personnel as needed.</li> <li>Documents appropriate discharge information in the medical record.</li> <li>Makes primary care physician follow-up appoints at the bedside prior to discharge when possible.</li> <li>Demonstrates Clinical and Service excellence behaviors to include code of HCA conduct core fundamentals in daily interactions with patients, families, co-workers and physicians.</li> </ul>
<p><b>Setting(s):</b></p> <ul style="list-style-type: none"> <li>Healthcare facilities including but not limited to hospitals, outpatient treatment facilities, clinics and physician practices</li> </ul>
<p><b>Supervision:</b></p> <ul style="list-style-type: none"> <li>Indirect supervision by physician or other licensed independent practitioner</li> <li>Indirect supervision department director, site manager or designee</li> </ul> <p><b>Evaluator:</b> Department director or designee in conjunction with supervising physician or licensed independent practitioner</p>
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>Education: High school diploma/GED required;             <ul style="list-style-type: none"> <li>Associates or Bachelors preferred</li> </ul> </li> <li>Knowledge of medical terminology</li> </ul>
<p><b>Experience:</b> One year experience as a Patient Care Coordinator</p> <p><b>** Note:</b> Facility should establish a minimum experience standard</p>
<p><b>Competencies:</b> The Patient Care Coordinator will demonstrate:</p> <ul style="list-style-type: none"> <li>Accurate patient information review and evaluation             <ul style="list-style-type: none"> <li>Uses at least two ways to identify patients before initiating documentation in the medical record</li> <li>Accesses the patient medical record appropriately</li> <li>Maintains confidentiality and privacy in accordance with HIPAA regulations</li> </ul> </li> <li>Documentation in the medical record             <ul style="list-style-type: none"> <li>Documents in the medical record according to:                 <ul style="list-style-type: none"> <li>Facility standard / policy</li> </ul> </li> </ul> </li> </ul>



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- Local, state and federal regulatory guidelines for documentation
  - Demonstrates the knowledge and skills necessary to document patient discharge information in the medical record
  - Documentation is legible and clear
- Organizes, maintains and coordinates clinical documentation related to patient discharge
- Demonstrates proficiency in clinical documentation through use of electronic devices
- Infection Prevention
  - Practices consistent hand hygiene
  - Uses personal protective equipment (PPE)
  - Maintains current immunization for influenza
  - Complies with Isolation precautions

### **References:**

FAQ from The Joint Commission regarding: Use of Unlicensed Persons Acting as Scribes, 5/18/11

Retrieved from:

[http://www.jointcommission.org/standards\\_information/jcfaqdetails.aspx?StandardsFaqlId=345&ProgramId=1](http://www.jointcommission.org/standards_information/jcfaqdetails.aspx?StandardsFaqlId=345&ProgramId=1)

**DHP Printed Name:** \_\_\_\_\_ **DHP Signature:** \_\_\_\_\_

**Company/Vendor:** \_\_\_\_\_ **Date:** \_\_\_\_\_