

## **Position: Telehealth Coordinator**

### **POSITION SUMMARY**

Under the direction from the Chief Support Officer, the Telehealth Coordinator will be the liaison between telehealth strategy and patients, by overseeing the execution and optimization of telehealth programs for Hidalgo Medical Services (HMS) physicians, clinical and non-clinical staff.

### **POSITION ACCOUNTABILITIES**

1. The Telehealth Coordinator will work to implement planned telehealth programs, collaborate with department leaders to coordinate training and participate in the development and execution of telehealth best practices.
2. Responsibilities include evaluating telehealth workflows and recommending areas for improvement.
3. The Telehealth Coordinator will have the ability to navigate through multiple technology platforms as well as work with qualified healthcare providers to ensure the best outcome for the patient.
4. Employee is responsible for providing outreach that includes home visits in the community and outlying areas to provide support and encourage utilization of telehealth services.
5. This position involves absolute confidentiality of provider/practitioner information and propriety information about HMS.
6. Employee is responsible for establishing and maintaining interpersonal relationships with medical, dental, behavioral health and other ancillary, licensed, professionals both inside and outside HMS in a courteous, respectful, and professional manner.

### **MINIMUM QUALIFICATIONS**

- Associate degree or three years of experience in healthcare setting
- Leadership experience preferred
- Technology proficient and/or professional training in EHR systems
- Must have an understanding or basic medical terminology
- Organizational skills to prioritize workload and meet deadlines, develop and carry out project assignments in an efficient and timely manner, and to provide accurate and succinct documentation of activities.

### **REQUIRED SKILLS**

- Standards of behavior: Acts in a manner that supports the standards of communication, respect, privacy, and teamwork by demonstrating a commitment to professional and ethical conduct.
- Customer Service: Demonstrates commitment to service excellence by promptly addressing internal/external customer issues/requests, resolving concerns while maintaining a professional image and behavior to build and enhance the patient/family/customer experience.
- Accountability: Accepts ownership of job roles and specific assignments/goals; works independently, takes responsibility for own actions; admits mistakes and judgment errors; and accepts constructive feedback. Connects personal work results to the accomplishment of team and organizational goals.
- Responding to change: Accepts change and adapts in a positive and productive manner; handles unexpected situations and changes in direction calmly and with confidence. Views new assignments and job responsibilities as an opportunity for growth.
- Effective communication: Communicates effectively with various audiences using the most appropriate method for the situation.
- Patient and family centered care: Provides patient and family centered care to patients, families, visitors and internal customers.
- Policies and standards: Applies knowledge of standards, policies, and procedures relevant to function and organization.

### **TO APPLY:**

Completed HMS Employment Application may be emailed to [jobs@hmsnm.org](mailto:jobs@hmsnm.org) or

Dropped off or mailed:

1105 N Pope Street, Building C, Silver City, NM 88061

or

530 De Moss Street, Lordsburg, NM 88045

For more information call 575-534-0788 or 575-542-2326