



## Telemedicine Site Coordinator

We are a community health center located in majestic Waimanalo, where **our mission** is to provide the highest level of primary and preventative health care services, with special attention to the needs of Native Hawaiians and the medically underserved, and improving the health and wellness of individuals and their `ohana (family) regardless of their ability to pay. We are committed to improving the quality of life for the people of Hawaii.

### Our Values

**Mālama (stewardship)**- We listen to people with our full attention, seeking to know them and understand their healthcare and wellness needs and aspirations for themselves, their family and the Waimānalo community. We will respond, to the best of our abilities, as caring, compassionate, engaged and professional partners in healthcare.

**`Ohana (family)**- We believe that wellness embraces the whole family and we welcome their participation in the healthcare of their loved ones. Our belief extends to the Waimānalo community-at-large where we build the foundation of good health and wellness for everyone, and we seek collaborative partners who share our values and vision.

**Pono(rightness and balance)** - We know that quality healthcare starts with people's trust in our services and the excellence of our care for them and the resources entrusted to us to meet their needs. We are committed to maintaining their trust by treating people with respect and confidentiality, and by being open about our organizational practices and results, seeking to continuously improve our work.

**We are seeking a dedicated, talented and team-oriented Telemedicine Site Coordinator to join our `ohana (family) to support our mission and values.**

### SUMMARY

The Telemedicine Site Coordinator (TSC) is responsible for the functional use of WHC's Telemedicine and Remote Access systems and services. Using IT resources, this position will manage the Telemedicine and Remote Access systems, ensuring users have the resources and training they need. This position will be the Subject Matter Expert (SME) for OTTO, M365, LogMeIn, VPNSSL, and any other application required for telemedicine or remote staff access. This position will be able to train NextGen users on the functional use of the EHR in areas surrounding the use of OTTO, NG Mobile, and Patient Portal. The TSC will also be the primary, formal trainer for NextGen EHR, along with NextGen orientation training.

\*\*\* Until a Patient Technical Support position is available \*\*\*

The TSC will also spend part of their day assisting patients in accessing WHC provided technology.

- Assist patient in signing up for and using Patient Portal
- Ensure a patient can access our telehealth system with sound and video
- If needed, assist a patient in acquiring an email address.
- Remotely assist patients in accessing wifi or other communications resources.

- Assist patients in accessing WHC provided technology. i.e. Donated phones.

## **QUALIFICATIONS**

- Minimum Bachelor's degree from an accredited college or university. 5+ years of work experience may be substituted for this requirement.
- Relevant experience in health care
- Ability to train all levels in the organization in complex applications
- Excellent verbal and written communication skills
- Experience handling multiple projects while successfully meeting deliverable due dates
- Experience working collaboratively as well as independently within multidisciplinary teams
- Knowledge of computer applications
- Ability to write reports, procedure manuals; training tools, and effectively present information.
- Regularly uses MS Office products requiring advanced understanding of programs.
- Uses MS Outlook for scheduling internal/external meetings and project work.
- Two-Step Tuberculosis clearance is required.

## **BENEFITS**

- Health Benefits (Medical, Dental Drug, Vision) – Employee coverage paid by WHC
- Discounted Medical and Dental services provided by WHC
- Paid Holidays – 10 Full days and 2 Half Days
- Paid Time Off (PTO)
- Paid Wellness Hours
- Wellness Bucks - \$200 annually
- Group Term Life Insurance
- Supplemental Group-term Life Insurance & AD&D Insurance
- Employee Retirement Savings Plan 403(b) – Employer match 50% of employee contribution up to a maximum of 3% of employee wages
- Flexible Spending Program
- Employee Assistance Program (EAP)
- Pre-tax Commute Plan
- Longevity Benefit – After 10 or more years of service
- Tuition Assistance Program
- Free Parking
- and more.....