

UW HEALTH JOB DESCRIPTION

HEALTH UNIT COORDINATOR

Job Code: 440012	FLSA Status: Non-exempt	Mgt. Approval: Various	Date: November 2019
Department: Various		HR Approval: J. Tokarski	Date: November 2019

JOB SUMMARY

The Health Unit Coordinator collaborates with the clinical team to coordinate all aspects of patient care and transition out of the hospital setting. The Health Unit Coordinator is responsible for performing duties related to patient admission, transfer, and discharge, communication with patients, guests and staff, electronic health records maintenance, and other duties of a clerical nature.

A prime importance to this position is the ability to maintain control and order under stressful conditions and periods of high unit activity, while utilizing effective and respectful communication with patients, families, and the health care team.

MAJOR RESPONSIBILITIES

- Coordinate and prioritize tasks, maintaining daily flow of the unit in a complex, rapidly changing environment
- Communicate with staff, families, and other departments utilizing effective communication skills
- Effectively coordinate communications involving incoming calls, pages and nurse call light system
- Coordinate admissions, discharges and transfers of patients and maintains medical records and release of information for continuation of care
- Effectively manage various administrative tasks such as entering patient charges, ordering supplies, and other duties as assigned
- Demonstrate a high level of attention to detail which is critical when dealing with patient care
- Recognize possible issues and acts proactively to avoid a negative impact
- Able to appropriately process the flow and events occurring within the unit

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	High School Diploma
	Preferred	
Work Experience	Minimum	One (1) year of experience in a medical or customer service environment or experience of a similar nature
	Preferred	One (1) year of experience in a medical environment
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Demonstrate effective and respectful communication with patients, families and the healthcare team, using excellent interpersonal skills • Ability to adapt to a rapidly changing environment • Ability to quickly and appropriately prioritize tasks and manage interruptions • Ability to multi-task with multiple requests being asked at once • Complete work timely and accurately • Work effectively and collaboratively within a team environment • Demonstrate exemplary telephone etiquette • Possess accurate keyboarding skills

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/> Infants (Birth – 11 months)	<input type="checkbox"/> Adolescent (13 – 19 years)
<input type="checkbox"/> Toddlers (1 – 3 years)	<input type="checkbox"/> Young Adult (20 – 40 years)
<input type="checkbox"/> Preschool (4 – 5 years)	<input type="checkbox"/> Middle Adult (41 – 65 years)
<input type="checkbox"/> School Age (6 – 12 years)	<input type="checkbox"/> Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

UW HEALTH JOB DESCRIPTION

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
x Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.