

UW HEALTH JOB DESCRIPTION

CareWear Consultant

Job Code: 540042	FLSA Status: Non- Exempt	Mgt. Approval: T. Fass	Date: 05.2018
Department: 9386 UW Health CareWear		HR Approval: M. Buenger	Date: 05.2018

JOB SUMMARY

The CareWear Consultant evaluates and determines the prosthetic (breast prostheses), orthotic (compression stockings), and maternity support garment needs of cancer, peripheral vascular, and maternity clients, respectively, through brief interview, history and observation at UW Health CareWear locations. The CareWear Consultant, independently fits the CareWear product(s), and recommends/sells the appropriate product(s). The CareWear consultant may also be required to complete a prior authorization to the client's insurance company. The Consultant schedules CareWear appointments for all three CareWear clinics, triages phone calls, assists clients in the retail store at University Hospital, checks in inventory, mails products to clients and orders products. The CareWear Consultant posts charges via the Brightree system. This employee collects cash and /or charge payments at each CareWear location in accordance to the system approved by the fiscal department.

The CareWear Consultant represents UW Health CareWear in projecting a positive image and having extensive contacts with people across the hospital and clinic setting as well as with the general public. Client health concerns are referred to the appropriate health care practitioner.

MAJOR RESPONSIBILITIES

Client Support and Education

- Evaluate and coordinate the health care supply needs of clients.
- Complete a brief interview to obtain client medical history. Perform assessments to determine the appropriate product selection, and take client measurements to fit products to meet specific client needs.
- Review scheduled appointments to determine specific client needs.
- Complete prior authorization to the client's insurance company.
- Obtain prescriptions for Durable Medical Equipment (DME) as needed.
- Provide product education and obtain client feedback related to product selection.
- Accurately document measurements and product ordered and delivered in Health Link client chart.
- Provide information to newly diagnosed breast cancer patients regarding products and resources available.
- Provide emotional support; address physical and psychosocial needs.
- Communicate with primary care physician and recommends referrals to other health care professionals.
- Complete the process for charge entry and cash collection as necessary. Ensure clients sign the appropriate forms including financial responsibility (FRF) and Product Delivery Acceptance (PDA) form.
- Provide in-services to UW Health East, UW Health West, University Hospital, and other necessary locations to familiarize clinic and hospital staff with CareWear services and products.
- Take an active part in marketing CareWear by staffing booths at conferences, seminars, and exhibitions (e.g. Race for the Cure, Breast Cancer Recovery Foundation, and Women's Wellness retreats).

Administrative and Clerical Support

- Maintain up-to-date inventory at all locations.
- Transfer inventory from one location to another as needed.
- Provide receptionist support duties in CareWear at the University Hospital location.
- Assist with receiving and tracking inventory, stocking shelves and mailing supplies to patients.
- Supervise CareWear Volunteers.
- Other duties as assigned

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

JOB REQUIREMENTS

Education	Minimum	High School Diploma
	Preferred	CNA, MA, LPN
Work Experience	Minimum	One (1) year of relevant experience working in a health care setting.
	Preferred	Two (2) years of relevant experience working in a health care setting
Licenses & Certifications	Minimum	
	Preferred	Certification from authorized breast prosthesis vendor strongly preferred (i.e. Amoena or American Breast Care). Or Certification from national certification board (i.e. ABC or BOC)
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Demonstrate excellent customer service • Ability to communicate effective and professionally. • Highly organized and able to work efficiently and independently in a fast-paced

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	<p>environment.</p> <ul style="list-style-type: none"> Demonstrated ability to manage multiple tasks. Knowledge of basic computer functions. Knowledge of billing functions and insurance reimbursement preferred Knowledge of use and application of Durable Medical Equipment (DME) products. Ability to size patients appropriately including mastectomy products, compression stockings, and other systems. Demonstrate professional conduct. Ability to produce high-quality diagnostic measurements. Ability to travel to different work locations.
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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,

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

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
<input checked="" type="checkbox"/> 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:

- The following physical requirements are performed frequently:
- Climbing a step ladder to reach inventory that is beyond reach from the floor.
 - Bending over to measure patient's legs, and assisting them with putting on compression stockings.
 - Lifting boxes of inventory from the floor to desk level to unpack and sort.
 - Assist patients from wheelchairs to chairs in the fitting rooms.
 - Carry products from the storage room to the fitting room when performing fittings.
 - Carry packages and boxes after packaging to the mailroom and UPS room for delivery to patients.

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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.