

UW HEALTH JOB DESCRIPTION

PARAMEDIC/EMT – ACCESS CENTER

Job Code: 600013	FLSA Status: Non-Exempt	Mgt. Approval: A. Ridders	Date: September 2021
Department: Access Center		HR Approval: J. Olson	Date: September 2021

JOB SUMMARY

The Paramedic/EMT - Access Center receives and coordinates the processing of all phone calls made to UW Health and UnityPoint Health-Meriter by internal and external sources for actual or potential transfer, admission, or case discussion. Calls will be received from UW Health physicians (from clinics, non-scene Med Flight, or UW Health Emergency Department) as well as from referring physicians, hospitals, institutions, prisons, or outside Emergency Departments. The Paramedic/EMT - Access Center evaluates the purpose of the call to facilitate timely connection to the appropriate physician. The Paramedic/EMT - Access Center functions as a triage expert to centralize and simplify the process of providing the appropriate level of patient care for internal and external providers. The Paramedic/EMT - Access Center evaluates the caller's request for health care services and also acts as a liaison to all referral sources relative to patient intake. The incumbent has expertise in triage criteria for hospitalization, understanding of alternative health care options, familiarity with health care insurance and reimbursement processes, and has a working knowledge of UW Health and UnityPoint Health-Meriter operations.

MAJOR RESPONSIBILITIES

- I. Receives, triages, and processes all incoming calls**
 - A. Receives all incoming calls from external providers and receives internal calls from UW Health and UnityPoint Health-Meriter physicians requesting inpatient admission, transfer, or case discussions.
 - B. Works to centralize and simplify the triage, communication, assessment, and placement factors surrounding all patient care services of UW Health and UnityPoint Health-Meriter.
 - C. Triage non-nursing calls (i.e., scene Med Flight requests, non-physician calls) to the Dispatcher or Medical Communication Specialist.
 - D. Provides phone consultation to both internal and external providers who are requesting inpatient placement or the potential for inpatient placement.
 - E. Solicits key pieces of information during the intake process to identify an initial plan of care including factors such as clinical status, level of care needed, and/or payor source.
 - F. Identifies other disciplines within UW Health and UnityPoint Health-Meriter that may be critical to the acceptance process (i.e., Case Manager) and consults as needed
- II. Assists internal and external physicians to match resources to patient's needs**
 - A. Assures the smooth transition of patients who need an inter-hospital transfer by aiding in the communication between the two hospitals. Assures that provider to physician contact has been made in a timely manner prior to the transfer of the patient.
 - B. Determines that inter-hospital transfers comply with applicable federal and state regulations.
 - C. Assists in the process of procuring appropriate medical records, x-rays, and any other pertinent diagnostic information from the referring institution.
 - D. Serves as a triage expert to assess and recommend appropriate resources when the patient has needs that are best met in a non-acute care environment.
 - E. Educates physicians about placement options and assists in procuring these arrangements.
 - F. Interprets hospital policies and procedures to internal and external providers.
 - G. Exhibits sound judgment in decisions involved in coordinating multiple, complex needs of patients requiring the care and services of UW Health and UnityPoint Health-Meriter.
- III. Assists in the development and administration of the Access Center**
 - A. Develops and refines systems and procedures to ensure a seamless experience for customers, patients, and families.
 - B. Works with the House Supervisors and Nursing Administrative Coordinators to coordinate resources with patient care needs and determine capacity indicators.
 - C. Assists to develop communication protocols for capacity indicators and mechanisms to notify departmental leaders of current and projected status.
 - D. Assists with the development of and maintains processes for interdepartmental communication to assure timely and accurate information.
 - E. Assists with the development of and implements processes needed for shift-to-shift reports and other activity reports.

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- F. Assists in the implementation of and refines the Admissions – Access Center Protocol to promote a collegial interdepartmental relationship.
- G. Participates in and assists with the ongoing development of call processing policies and procedures.
- H. Facilitates the development of measurable standards of care and outcomes for the call processing component of the Access Center.
- I. Assists in the development and maintenance of systems for documentation, including the tracking of referral disposition and statistics, evaluation of statistics, and related program development.

IV. Facilitates communication within the Access Center Department, other departments, and external agencies

- A. Responds to calls from external organizations requesting assistance from or information about Access Center functions.
- B. Provides formal and informal in-service education to staff about the Access Center as necessary.
- C. Educates new employees about the Access Center call processing function and role as needed.
- D. Acts as a resource person for peers regarding the Access Center call processing role with referral sources.
- E. Collaborates with multiple internal and community resources to facilitate an interdisciplinary approach to positively impact the healthcare of the community.

V. Other duties as necessary

- A. Records and reports any unusual events or incidents and takes action and/or makes a referral to the appropriate administration personnel.
- B. Provides back-up services for the Medical Communications Specialist when call volume is higher than anticipated, tracks this data, and works to develop processes to resolve these situations.
- C. Maintains consistent availability throughout the shift, responding to Access Center and referral source communication via phone, e-mail, and pager within a timely interval.

All duties and requirements must be performed consistent with the UW Health Organizational Performance Standards.

JOB REQUIREMENTS

Education	Minimum	Emergency Medical Technician
	Preferred	Paramedic
Work Experience	Minimum	Two (2) years of relevant clinical experience
	Preferred	Recent experience in triage Familiarity with or previous employment in UW Health and/or UnityPoint Health-Meriter health system
Licenses & Certifications	Minimum	Registration as a EMT or Paramedic with State of Wisconsin or National Registry
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Outstanding demonstrated customer service with excellent communication skills • Ability to function with a high degree of independence • Ability to collaborate with other disciplines to provide care • Excellent interpersonal, group process, marketing, and program development 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 checked="" type="checkbox"/>	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
<input checked="" type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input checked="" type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input checked="" type="checkbox"/>	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.

- Possesses knowledge of the principles of growth and development

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- Demonstrates the ability to assess data reflective of the patient's status in relation to the age appropriate age groups
- Demonstrates the ability to interpret relevant information needed to identify each patient's care requirements relative to his/her age specific needs
- Demonstrates the ability to perform the Access Center's call processing function relative to the patient's age specific needs

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
x	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
	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#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:		<ul style="list-style-type: none"> • Typing, hand-written communication, and use of computer mouse are essential parts of the job function • Frequent grasping and fine motor skills of hands required to perform essential job functions • Must be able to look at and read dual computer monitors 		

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.