



Dilkon Medical Center

Job Vacancy Announcement #DDH-22-59

Closing Date: Open until filled

POSITION TITLE: Non-Emergent Transportation Specialist

DEPARTMENT: General Services

LOCATION: Dilkon Medical Center

Position Summary:

Under general supervision of the Director of General Services, supervises the Courtesy Drivers, scheduling, timesheets, performance evaluations, monthly reporting, submit program reimbursements and operates the 5310 programs. Coordinates non-emergent transportation for patients with medical appointments with various transport companies and Arizona State AHCCCS. Upholds the principles of WIHCC's Vision, Mission, and Value Statements. Maintains confidentiality of all privileged information at all times.

This list of duties and responsibilities is illustrative only of the tasks performed by this position and is not all-inclusive.

Essential Duties & Responsibilities:

- Maintains regular attendance and punctuality.
- Answers calls and coordinates transportation for patients to their medical appointments.
- Screens patients to determine if they are covered by AHCCCS' American Indian Health Plan.
- Communicates with patients requesting non emergent transportation; answer questions patients may have regarding their medical appointments.
- Provide medical documentation form to AHCCCS via fax for patient outside referrals.
- Work closing with AHCCCS on prior authorizations for patient medical appointments within mileage limits.
- Works closing with the Purchase Referred Care Department and Clinical Care Coordinator's on patient data.
- Verify pertinent patient information (name, DOB, appointment date and time, medical facility, etc.) on WIHCC patient notification form.
- Works closely with outside medical facilities and case managers to verify patient appointment dates and times.
- Schedule non emergent transportation for patients discharged from outside medical facilities or urgent care who need transportation home, one-way.
- Communicates with non-emergent transportation vendors and WIHCC courtesy drivers to ensure they are informed of patients' individual transportation needs/or concerns (i.e, walker, wheelchair, cognitive status, etc.)
- Screens and validates non emergent transport companies requesting to be added to WIHCC non emergent vendor list.
- Provides agreed upon AHCCCS referrals and notifications to both the non-emergent transport company that will be transporting the patient and to AHCCCS via fax.
- Coordinates local patient transports with WIHCC courtesy drivers.
- Maintains an Excel file of all scheduled transports for tracking purposes.
- Ensures a smooth delivery of transportation service by problem solving and coordinating with contracted transportation vendor designees and/or with WIHCC courtesy drivers.
- Responds to all inquiries by patients and or drivers concerning patient pick-ups, with a timely and efficient response.
- Reports all potential difficulties to Director of General Services concerning safe, efficient, and courteous provision of transportation services provided to WIHCC patients.
- Provides coverage for WIHCC courtesy drivers and operate WIHCC vehicles in a safe and efficient manner.
- Provides education about non emergent transportation services to patients, vendors, co-workers in an outgoing and proactive manner.
- Completes timesheets, time approval, annual evaluations, addresses issues, and takes corrective actions.
- Completes monthly report and submits reimbursement for ADOT funding. Has oversight of the 5310 program including grant applications.
- Upholds all principles of confidentiality and patient care to the fullest extent.
- Adheres to all professional and ethical behavior standards of the healthcare industry.
- Adheres to WIHCCs Personnel Policies and Procedures, departmental policies, rules, and regulations.
- Interacts in an honest, trustworthy and dependable manner with patients, employees, visitors, and vendors.

- Possesses cultural awareness and sensitivity.
- Maintains compliance with all Human Resources requirements.
- Performs other duties as assigned.

Minimum Qualifications:

Associate of Arts/Science in business administration, economics, computer science or related fields required with a minimum on one year experience in coordinating a program, preferable in the health care industry. Bilingual skills in English and Navajo language preferred. Must maintain a valid unrestricted and insurable driver's license. Must successfully pass a background investigation and maintain suitable requirements for a Child Care position. This position is considered as a Child Care position, which requires a satisfactory background check investigation and is subject to the requirements of the Indian Child Protection and Family Violence Prevention Act, as amended (henceforth referred as the ICPFVP Act).

Knowledge, Skills, Ability:

- Knowledge of strong work ethics in the workplace.
- Knowledge of basic computer skills, e.g. Outlook, Word, Excel, PowerPoint.
- Ability to maintain schedules and coordinate transportation.
- Ability to be dependable in attendance and job performance.
- Ability to communicate effectively both verbally and in writing.
- Ability to provide exemplary customer service at all times.
- Ability to be a great team player.
- Ability to accept and learn from supervisor/peer critique.
- Ability to be flexible and adaptable to the changing needs of the organization.
- Ability to work under the pressure, multitask and meet constant deadlines while maintaining an attention to detail and accuracy.
- Demonstrates excellent interpersonal and conflict resolution skills.
- Knowledge of medical terminology.
- Knowledge of safe vehicle operation and road signage.
- Knowledge of Arizona driver and passenger service regulations.

Physical Demands:

While performing the duties of this job, the employee regularly is required to walk; sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee frequently is required to taste or smell. The employee must occasionally lift and/or move up to 50 pounds.

Work Environment:

Work is performed in an office setting or outdoor work environment with a moderate noise level. Work environment may involve exposure to physical risks, such as blood borne pathogens and operating dangerous equipment or working with chemicals. Evening and/or weekend work may be required. Extended hours and irregular shifts may be required.

As required by P.L. 93-638, absolute preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants.