



tandem health

JOB POSTING

Access Coordinator

Position Summary:

The Access Coordinator is responsible for coordinating care services for eligible patients to include but not limited to transporting, scheduling, communications and other services as deemed appropriate or as directed by the supervisor. Vehicle operation is to be performed according to the State of South Carolina's driving laws and other vehicle safety requirements in order to ensure the safe and orderly transport of passengers and the maintenance of equipment.

Duties and Responsibilities:

- Serves as the contact to coordinate patient transportation to Tandem Health offices and other approved facilities.
- Transports patients to/from Tandem Health and other locations, as approved.
- Strives to improve overall patient care and satisfaction at all times, in all circumstances, and at all sites when transporting patients.
- Provides excellent customer service and serves the patients with no documented complaints.
- Performs administrative services in coordination with other courier/transport personnel as directed by the supervisor.
- Coordinates and schedules appointments for patients participating in Tandem Health SUD, BH and partnering programs (Care Reach). Acts as a liaison to facilitate communication between parents, providers, school nurses, guidance counselors and nursing case management.
- Notify and oversee vehicle maintenance and services, and other courier-related Tandem Health equipment in coordination with the Facilities Officer.
- Secure or retrieve, as necessary, confidential files, consents, and/or medical records pertaining to patient care services.
- Prioritize task and maintaining timely response to e-mail, voice mail and other forms of communication, both internal and external.
- Maintains a safe driving record and have the ability to pick-up and deliver orders, specimens, pharmaceuticals and/or other items requiring transport, in a prompt and safe manner.
- Flexes schedule and alters regular routes due to changes in schedules, when necessary, i.e. unforeseen circumstances or STAT lab orders.
- Receives and implements "Special Instructions" pertaining to proper collections and transporting of specimens, if indicated.
- Maintains mileage log and forms, following Tandem Health guidelines.
- Maintains a shareable schedule document.
- Assists in cross-training employees to this position, as appropriate.
- Other duties, as assigned.

Qualifications:

- High School Diploma or equivalent required.
- Prefer a minimum of three (3) years' experience driving a similar vehicle.
- Current South Carolina driver's license required.
 - Must have no moving violations within three (3) years.



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- Driving record must meet Tandem Health insurance standards upon employment, and continually thereafter.
- Must report to the Substance Abuse Care Program Manager and Human Resources immediately following any vehicle violation.
- Must be proficient in basic computer skills, GPS, and other electronic communication.
- Must possess the ability to prioritize tasks and manage time efficiently, be flexible as to the changing needs of the center, possess excellent customer service skills, and be able to work as a team player at all times.
- CPR certification required.

Work Environment:

Highly stressful when dealing with the individual personalities of co-workers, patients and their families. Potential for rare exposure to blood-borne diseases (Category II). Potential for rare exposure to chemical hazards (Category B).

Physical Demands:

Must wear vehicle-approved seat belt as well as have all passengers in seat belts before vehicle is in motion to include all required Child Safety Seats and Restraints. Must be able to service the surrounding counties and maintain proper driving regulations and rules according to South Carolina and Department of Motor Vehicle state laws. Very busy atmosphere. Considerable walking, standing or sitting. Assists in lifting and moving patients as necessary. Lifts equipment/supplies up to 50 lbs. occasionally, and/or up to 20 lbs. frequently. Considerable reaching, stooping, bending, kneeling and crouching.

How to Apply:

If you are interested in applying, please download and print an application from our website: www.tandemhealthsc.org. Return your completed application to:

Tandem Health
Attn: Human Resources
550 S. Pike West
Sumter, SC 29150