

CLINICAL LIAISON

Position Description

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties all employees and contract employees of Palmetto Infusion are expected to conform to the following:

- Uphold all principles of confidentiality and patient care to the fullest extent.
- Adhere to all professional and ethical behavior standards of the healthcare industry.
- Displays a neat, clean and professional appearance at all times
- Interact in an honest, trustworthy and dependable manner with patients, employees and vendors.
- Possess cultural awareness and sensitivity.
- Maintain a current insurable driver's license.
- Maintains professional licensure, certification and health requirements

POSITION PURPOSE

Coordinates patient care requirements between the home infusion pharmacy, home health agency, hospital, physician office, managed care providers. This includes but is not limited to educating the community and other health providers regarding the services offered by Palmetto Infusion, patient caregiver education/hospital discharge visits

Is able to perform total nursing care for patients in the home setting, administers skilled nursing care; participates in teaching patients and significant others medical management; provides leadership by working cooperatively to establish priorities and goals of patient care. Represents self in a professional and ethical manner at all times

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- Provides infusion and other skilled nursing care to patients including, but not limited to:
 - Patient assessment and reassessment
 - Patient and caregiver education/teaching
 - Development and revision of the Plan of Care and the Plan of Treatment
 - Implementation of physician orders
 - Monitoring patient response
 - Response to emergency patient needs
 - Psychosocial support
- Provides pre-discharge patient assessments when appropriate
- Provides support and coordinated marketing efforts with sales team
- Completes all required patient care documentation and reports accurately
- Submits all required patient care documentation and reports in a timely manner
- Communicates to supervisor, physicians and other health care providers, as appropriate, any changes in patients condition
- Maintains courteous demeanor at all times
- Communicates with peers, supervisors and other employees in a non-threatening manner
- Takes initiative to present ideas and suggestions to leadership
- Demonstrates ability to maintain calm under pressure

Position Description

- Demonstrates ability to cope with changing environment
- Maintains knowledge and proficiency in medical practices through continuing education, staff meetings, and workshops, and home study.
- Participates in the orientation of other staff as requested
- Supports the marketing efforts of PI by assisting the sales team and providing educational programs to referral sources as requested
- Takes on call responsibility as assigned to provide 24 hour availability according to protocols
- Participates in Performance Improvement processes.
- Performs other duties as assigned
- Complies with all federal, state, county, and municipal laws, rules, ordinances and regulations applicable to the nurse practice act in the performance of obligations herein, as well as with applicable PI policies and personnel qualifications.

• **MINIMUM MANDATORY QUALIFICATIONS**

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| Experience: | <ul style="list-style-type: none">• 1 – 2 years current nursing experience in a clinical specialty involving infusion therapy |
| Education: | <ul style="list-style-type: none">• Graduate from an accredited school of nursing and active Registered Nurse license. |
| Mandatory Knowledge, Skills, Abilities and Other Qualifications: | <ul style="list-style-type: none">• CPR certification required• Ability to complete a patient assessment, have venous access skills and emergency patient care• Language Skills: This position requires a knowledge of, and sensitivity to, cultural and language differences.• Interpersonal Skills: Must have excellent interpersonal skills in handling interactions with clinic staff, other agencies, groups, and patients and families.• Technology Skills: Competent in use of Electronic Medical Records• Other Skills: Must be able to work as a team member and develop productive and cooperative working relationships with all members of the health care team.• A record of satisfactory performance in all prior and current employment as evidenced by positive employment references from previous and current employers.• Must be able to assume a flexible work schedule |

PREFERRED QUALIFICATIONS

- Prior experience working with chronically ill and/or rural populations
- CRNI
- Sales or liaison experience

WORK ENVIRONMENT

Work environment: The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time.

Physical demands: The physical demands described here are representative of those that must be met by an employee

Position Description

to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with patients, vendors and staff.

Mental demands: There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wider variety of people on various and, at times, complicated issues.

OTHER

All employees must uphold all principles of confidentiality and patient care to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.

Disclaimer: *The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*