

## **Transfer Center Coordinator Trainee**

### **SUMMARY**

The Transfer Center Coordinator Trainee (TCCT) within the initial six month training period will receive and process all requests for inter-facility transfers. Under general supervision of the Transfer Center Manager or Supervisor, (TCM or TCS) will receive and coordinate emergency and non-emergency requests for patient transfer and transport via air or ground ambulance. The (TCCT) will routinely interact with both external and internal customers not limited to hospital personnel, Physicians, Administrators, transport vendors and other key personnel by performing the following duties.

The All Access Transfer Center partners as a satellite office of the hospital, the AATC will answer all incoming requests for patient consult or transfer; place patients with an admitting physician and consulting physician; verify bed availability; coordinate transport; and repatriate patients back to the sending hospital or into a specific hospital network.

### **JOB DUTIES AND RESPONSIBILITIES**

#### **Under direct supervision the Transfer Center Coordinator Trainee shall;**

- a) Answer emergency and non-emergency transport telephone lines and coordinate all requests for transfer and transport promptly, courteously and demonstrating a high degree of customer service.
- b) Respond appropriately applying discretion and independent judgment to a variety of requests in order to best:
  - Ability to gather pertinent information to process patient transfer requests and arranging transportation.
  - Ability to demonstrate compliance with all established policies and procedures as they apply to coordination of patient referral and transport.
  - Ability to learn and comply with local EMS policies, procedure, processes, and protocols.
  - Ability to learn and demonstrate applicable knowledge of EMTALA and Title regulations pertaining to transfer center request.
  - Ability to learn and demonstrate coordination with Physicians, Case Managers, and facility staff to effectively document consults and transfer requests.
  - Ability to learn and demonstrate process requests for critical MD to MD consults and transfer requests for contracted facilities.
  - Ability to track and monitors location and status of ground and air ambulances in relation to patient transfer requests.
  - Develops high degree of familiarity with client service area geography and medical facilities.
  - Prioritize tasks, adhere to deadlines, and provide status updates on assigned projects.

- c) Ability to learn to operate technical equipment components necessary for the performance of job duties, including but not limited to:
  - Integrated telephone system
  - Computer Aided Dispatch System
  - Computer database maintenance and integrity
  - Mapping systems
  - Internet
- d) Communicates professionally and effectively with:
  - Transport Vendors
  - AOCs
  - Hospitals
  - MICNs/Physicians
  - Transfer Centers
- e) Documentation
  - Complete all cad documentation with appropriate notes and times
  - Grammar and spelling checked
- f) Obtains patient demographic documentation:  
Facesheet/labs/diagnostic studies/physician notes and consultations  
Insurance information
- g) Participates in quality assurance (QA) and Continuous Quality Improvement (CQI) programs.
- h) Other duties as assigned

## **QUALIFICATIONS – Bi-Lingual Preferred**

### **1. Education:**

- a) High School diploma or equivalent. Two year degree in related field preferred.

### **2. Licensure/Certificates:**

- a) Current or previously held EMT certification, Medical Assistant, case manager or equivalent education/experience preferred
- b) Must successfully pass the all tests associated with the PTRC internal training program.

### **3. Experience:**

- a) Preferred 6 months to 1 year prior experience in the health care environment
- b) Preferred 1 year customer service experience
- c) EMS dispatch experience preferred
- d) Knowledge of medical terminology required
- e) Computer based phone systems, VOIP/Digital

**4. Technical Skills:**

- a) Typing – Minimum 35/WPM net
- b) Working knowledge of basic office equipment
- c) Proficient in PC based applications such as, but not limited to Microsoft Office
- d) Computer Aided Dispatch experience preferred.

**5. Interpersonal Skills**

- a) Must be able to work independently with little to no supervision
- b) Must be able to work as an integral part of a cohesive, fast paced and productive team
- c) Excellent oral and written communications
- d) Critical listening skills
- e) Problem solving and conflict resolution
- f) Able to maintain professionalism and effectiveness in high stress situations

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