

LB Homes

Hospice Intake/LPN - LB Hospice

Department: Hospice

FLSA Status: Non-Exempt

Grade/Level:

Job Type: Regular

Work Schedule:

Normal business hours and as needed to meet organization's needs. Full time or part time.

Job Status: Full Time

Reports To: Hospice Clinical Coordinator

Amount of Travel Required: None

Positions Supervised: None

POSITION SUMMARY

Responsible for managing the patient intake process under supervision of the Hospice Clinical Coordinator, helping establish and maintain positive relationships with customers and referral sources. Will also assist with insurance verification and authorization process.

ESSENTIAL FUNCTIONS

Reasonable Accommodations Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Essential Functions Statement(s)

- Prioritizes incoming telephone calls.
- Takes referral per policy and continues process to facilitate as directed.
- Inputs referral data into electronic health records and other documents as directed by policies and procedures.
- Maintains flow of communication to Healthcare Practitioners including face to face encounter requests and updates as directed by the Hospice Clinical Coordinator or Hospice Manager.
- Ensures medical records, including support documentation and lab results are obtained for clinical record.
- Assists with prior authorization from payers as directed by the Hospice Clinical Coordinator or Hospice Manager.
- Participates in Quality Improvement Processes.
- Meets employee expectations as stated in the LB Homes Employee Handbook, policies and procedures.
- Follows employee confidentiality agreement and HIPAA standards.
- In collaboration with Hospice Clinical Coordinator or Hospice Manager, schedules hospice nurse visits.

- In collaboration with Home Care Intake and Hospice Clinical Coordinator or Hospice Manager, schedules Home Health Aide visits.
- Other duties as assigned.

POSITION QUALIFICATIONS

Competency Statement(s)

- Integrity - Always do what is right.
- Compassion - Open your heart and show you care.
- Dedication - LB Homes can count on you.
- Team Work - Help each other make it happen.
- Customer Service - Know the need and meet it.
- Accuracy - Ability to perform work accurately and thoroughly.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Active Listening - Ability to actively attend to, convey, and understand the comments and questions of others.
- Communication, Oral - Ability to communicate effectively with others using the spoken word.
- Tactful - Ability to show consideration for and maintain good relations with others.
- Accountability - Ability to accept responsibility and account for his/her actions.
- Analytical Skills - Ability to use thinking and reasoning to solve a problem.
- Coaching and Development - Ability to provide guidance and feedback to help others strengthen specific knowledge/skill areas.
- Communication, Written - Ability to communicate in writing clearly and concisely.
- Decision Making - Ability to make critical decisions while following company procedures.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.
- Empathetic - Ability to appreciate and be sensitive to the feelings of others.

SKILLS & ABILITIES

Education: Practical/Vocational Nursing Program Diploma

Experience: 1 plus years of experience in nursing

Computer Skills: Intermediate level of computer skills
Experience with electronic documentation systems preferred

Certifications & Licenses: Current Minnesota LPN licensure

Other Requirements: Strong Communication Skills especially in dealing with the public and employees. Excellent telephone manners and etiquette.

PHYSICAL DEMANDS

N (Not Applicable) Activity is not applicable to this position.
O (Occasionally) Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
F (Frequently) Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
C (Constantly) Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands		Lift/Carry	
Stand	O	10 lbs or less	F
Walk	O	11-20 lbs	F
Sit	F	21-50 lbs	O
Manually Manipulate	F	51-100 lbs	N
Reach Outward	O	Over 100 lbs	N
Reach Above Shoulder	O		
Climb	O	Push/Pull	
Crawl	N	12 lbs or less	F
Squat or Kneel	O	13-25 lbs	F
Bend	O	26-40 lbs	O
Grasp	F	41-100 lbs	N
Speak	C		

Other Physical Requirements

- Vision (Near, Distance, Color, Peripheral, Depth)
- Sense of Sound - spoken word & alarms, telephones
- Sense of Smell
- Sense of Touch
- Ability to wear Personal Protective Equipment (PPE) - gloves, masks, goggles, gowns
- Sense of Balance

WORK ENVIRONMENT

Office and work areas within the organization.

Approval: _____ Date: _____

Employee Signature: _____ Date: _____

The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.