BIOSCRIP INFUSION
JOB DESCRIPTION

| JOB TITLE: | Nutrition Care Coordinator I |
| REPORTS TO: | Clinical Nutrition Manager |
| DEPARTMENT: | Nutrition |
| DATE: | May 2014 |
| | July 2014 |

SUMMARY
Coordinates patient care for enteral nutrition therapy in an efficient and cost-effective manner. Screens for nutritional problems and notifies Nutrition Support Dietitian of risks. Coordinates deliveries through suppliers, branches and reimbursement teams.

ESSENTIAL FUNCTIONS
To perform this job successfully, an individual must be able to perform each essential function satisfactorily, with or without reasonable accommodation.

1. Ensures patient confidentiality at all times.
2. Confers with customers receiving enteral nutrition by telephone to provide information about products and services, confirms orders, cancels accounts, creates delivery tickets and schedules deliveries and shipments.
3. Ensures patient information is updated and accurately documented in CPR. Checks for proper HME orders, detailed written orders and authorizations prior to scheduling shipment and communicates with appropriate departments when needed.
4. Follows monitoring systems and processes for the operating unit. Provides quality care in accordance with physician orders and the organization's policies and procedures.
5. Documents all patient interactions in CPR+ as progress notes and / or assessments, fulfilling payor requirements for refills.
6. Communicates to others about enteral nutrition formulations, supplies and equipment, as well as other products and services selected for use by the organization.
7. Refers patient problems or issues to designated departments or assigned dietitian. Communicates and documents details of inquiries or complaints that are outside of job boundaries.
8. Troubleshoots enteral tube feeding pump problems and inaccurate or delayed shipments as needed, and coordinates delivery of new pump or additional formula/supplies with branch if necessary.
9. Participates in nutrition care services directly including patient satisfaction data collection, outcomes measures and performance improvement.
10. Covers on-call duties as necessary.
11. Acknowledges compliance to the organization formulary.
12. May be a resource for enteral nutrition delivery ticket confirmations, invoices and patient home deliveries to ensure accurate claims.
13. Complies with organizational policies and procedures.
14. Communicates with branches when enteral nutrition patients are discharged and local equipment retrievals are required.
15. Each employee is responsible for adhering to those performance programs, policies, procedures, guidelines and internal control standards established to guide the operation of the Company. Each employee must be made aware of and understand proper internal control procedures associated with their specific job function as communicated by his/her manager.
16. Each employee is responsible for reporting concerns that he or she may have with respect to deficiencies in internal control.
17. Performs other duties as assigned.

PHYSICAL DEMANDS
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job, with or without reasonable accommodation.

- The employee is occasionally required to stand, walk, sit, reach outward, and handle/finger.
- The employee is occasionally required to reach above shoulder, climb, crawl, squat, kneel and bend.

WORK ENVIRONMENT
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job, with or without reasonable accommodation.

- Work is normally performed in a typical interior/office work environment.
- The noise level in the work environment is usually quiet to moderate.

EDUCATION, TRAINING AND EXPERIENCE REQUIREMENTS
High School Graduate or equivalent required. Experience in DME/home infusion or in medical facility as a diet technician, LPN, or medical assistant is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED
The requirements listed below are representative of the knowledge, skill, and/or ability required, with or without reasonable accommodation.

- Ability to organize, prioritize, and schedule work assignments.
- Ability to foster a cooperative work environment.
- Strong interpersonal and communication skills and the ability to work effectively with patients, branch departments, other branches and outside entities.
- Working proficiency with the Microsoft Office Suite, peripheral devices (scanners, copiers, fax machines) and keyboarding.
- Ability to maintain recordkeeping systems and procedures.
- Ability to work flexible work schedule.

Language Skills
Ability to read, analyze and interpret clinical information appropriate to duties and responsibilities assigned. Ability to operate information systems, follow policy, complete required forms, and prepare reports. Ability to effectively present information and respond to questions from referral sources, managers, patients, employees, payors and the general public.

Mathematical Skills
Ability to perform volume and weight calculations and ounce to pound conversions (or reverse).
Reasoning Ability
Ability to define problems and collect data.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

This position description has been reviewed with me and I fully understand and agree to the above.

________________________________________  __________________________
Employee Signature  Date

________________________________________
Employee Name (please print)