

BetterNight Job Description

Job Title: Sleep Care Specialist 1
Department: Clinical Operations
Reports To: Clinical Operations Manager / Sleep Care Specialist Lead
FLSA Status: Full Time, Non-exempt
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Approved By: Rob Bovee

SUMMARY

The Sleep Care Specialist 1 provides excellent patient support. This includes but is not limited to coaching, education, information and Respiratory Assessments in an office, home, or medical environment to all our patients, utilizing both face to face encounters and telephone communications. Based on location, the Sleep Care Specialist 1 is also responsible for setting up and demonstrating required medical and testing equipment to patients as well as delivering respiratory and other equipment and providing service to a patient in their home or other medical facilities as needed. The expectation of this position is to provide a first-class patient experience, with every patient interaction.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Daily outbound calls to meet departmental KPIs
- Participate in projects on an as needed basis
- Contribute to the library of resources/scripts for educating patients
- Answers inbound phone calls and makes outbound phone calls to patients, caretakers, physician staff, physicians, client company representatives and general public as needed and meets the standards set by the Company. (Greater than 50% of work time is spent in this capacity).
- Calls patients to discuss issues regarding their equipment set up and continued therapy calls.
- Performs telemedicine consults for patients working with Better Night.
- Provides consistently excellent customer service and patient coaching to improve adherence to therapies, encourage resupply orders and to promote BetterNight as a world class health care organization.
- Provides general information and education to BetterNight staff regarding Sleep Apnea, CPAP, Ventilation and Oxygen, BetterNight's products and services, and other issues related to patient's care.
- Responsible for reading patient history and notes, and ensures patients are followed throughout their services with BetterNight.
- Reviews patient files, both electronic and hard copy for accuracy and as necessary for patient care per current policy and procedures.
- Makes patient notes in files and Brightree system as required by company policy and current health care standards.
- Serves as an advocate for the patient and acts as a liaison with other members of the healthcare team, when required.
- Instructs patients, caregivers, physicians and physician's staff on the proper use of respiratory equipment, necessary cleaning requirements and home safety issues during initial set-up and at any additional follow-up calls.
- Follows and maintains state laws requiring appropriate licensure for Respiratory Therapist or Sleep Care Specialist (HMDR exemptee when appropriate).
- Ensures all area related price quotes given to customers/patients are appropriate and meet current company pricing policy. Explains co-pays and insurance coverage to patients as necessary.
- Assists with walk in and overflow patients.
- Performs home sleep oximetry tests, when required.

- Schedules patient sleep studies and home visits as needed.
- Accurately enters and creates patient orders in the Brightree computer system.
- Deliver/pick-up equipment and/or supplies to patient homes or facilities as necessary.
- Occasional travel to and working in other Company offices may be required.
- Responsible for keeping all patient charts and information orderly, confidential, current and HIPAA compliant at all times.
- Promotes BetterNight's products and/or services to patients, healthcare organizations, businesses and general public
- Must be knowledgeable on Patient Rights and Responsibilities
- Thorough understanding of all PAP modalities and their physiological impact.
- Thorough understanding of common morbidities and their association(s) with sleep apnea.
- Thorough understanding of common alternative treatment methods for sleep apnea such as oral appliance therapy.
- Must be able to work an on-call rotational schedule.
- Must be able to work occasional weekends.
- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory duties.

QUALIFICATIONS

RPSGT (meeting the California Medical Board Licensing requirements), RRT and meeting the National Board of Respiratory Care (NBRC) and state licensing requirements. Clear time management skills proven by efficiency tracking. Person must be a self-starter and able to make correct and solid clinical decisions with minimum help from management. Valid driver's license with a clean driving record. Must be detail oriented, organized and neat in person and habits. Must be able to work standard business hours in Pacific Standard Time Zone (California time). Shifts will be assigned in Pacific Standard Time Zone. For example, a Mississippi employee may start at 10:00 am for an 8:00 a.m. Pacific Standard Time shift.

EDUCATION and/or EXPERIENCE

Must have a valid Respiratory Therapy license. Must obtain the required number of continuing education credits to maintain credentials as required by license. Must also attend related in-services offered by the Company. Must be knowledgeable in equipment usage and maintenance. Must be knowledgeable in Infection Control and maintain Universal Precautions when applicable. Must be knowledgeable in Patient Rights and Responsibilities, including HIPPA regulations. Must be knowledgeable in patient's Plan of Care and Follow-up. Intermediate MS Office computer skills required.

LANGUAGE SKILLS

Excellent oral and written communication skills. Ability to interface with patients in a polite and professional manner, as well as all levels of the organization from employees to top-level management. Ability to read, analyze, and interpret general business periodicals, professional journals, contracts, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, employees, and the general public. Must be able to communicate clearly and accurately in the English language.

TECHNICAL SKILLS

Proficient in using Windows, Excel, Interactive Video and Audio programs such as Skype and GoToMeeting.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percentages.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions and situations furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

As specified under Qualifications. In addition, health coaching certificates for the healthcare provider or wellness provider, preferably from an agency accredited by the National Commission for Certifying Agencies (NCCA), are taken into consideration.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position generally involves sitting, keyboarding, and work on the phone. Walking, standing, and the ability to lift 40 pounds from a squatting to standing position, bending and reaching, occasional kneeling, twisting, balancing and climbing, and operation of medical equipment as well as office machinery and equipment is also required. This position is occasionally required to drive and pack, carry and deliver medical equipment weighing up to 40 pounds.

WORK ENVIRONMENT

The work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Fully remote or hybrid workers must adhere to the work from home policies, including the Work from Home Expectations policy.

The duties and responsibilities are generally performed in a remote home office or a patient care environment. The noise level in the work environment is usually moderate.

COVID-19

Betternight complies with all current State mandates regarding COVID-19. New State mandates may supersede current job descriptions or work policies and practices.

All patient facing employees are required to be vaccinated with their vaccination record on file with Human Resources. A patient facing employee may be exempt from the vaccination requirements: (1) only upon providing a declination form, signed by the individual stating either of the following: (1) that employee is declining vaccination based on Religious Beliefs, or (2) that employee is excused from receiving any COVID-19 vaccine due to Qualifying Medical Reasons.

- a. To be eligible for a Qualified Medical Reasons exemption the employee must also provide a written statement signed by a physician, nurse practitioner, or other licensed medical professional practicing under the license of a physician stating that the employee qualifies for the exemption (but the statement should not describe the underlying medical condition or disability) and indicate the probable duration of the worker's inability to receive the vaccine (or if the duration is unknown or permanent, so indicate).

Unvaccinated employees with an approved exemption will be required to test on a weekly basis and submit their results to Human Resources.

Employee Printed Name:

Signature:

Date:
