



# NPH International



**Position:** Patient Coordinator at the Surgical Center in the Dominican Republic

## **Mission**

Nuestros Pequeños Hermanos (NPH) inspired by Christian values, strives to create a loving and safe family environment for vulnerable children living in extreme conditions. Through comprehensive education, healthcare, and spiritual formation, we give the children the opportunity to develop their potential, shaping better futures for themselves, their families, and their communities.

## **Vision**

A world without poverty where all children develop their unique potential, becoming productive members of society serving their community.

## **Overview**

The surgical center is an ambulatory surgical center funded through One World Surgery ([www.oneworldsurgery.org](http://www.oneworldsurgery.org)) and located on the grounds of NPH Dominican Republic. The surgery center has a full-time staff that performs surgeries and primary care consults year-round. Teams of volunteers from the US routinely visit the surgery center for week-long medical missions. During medical missions, clinical and non-clinical participants come together to perform life-changing care for patients who would otherwise go without treatment.

The Patient Coordinator is responsible for coordinating the care of OWS patients in coordination with the permanent and visiting physicians for both ongoing clinic and surgery days as well as during all medical missions (30 medical missions scheduled for 2023, with more possible). They will also assist with other general tasks to prepare the center for medical missions as well as administrative tasks such as making patient calls, organizing and printing charts.

The typical work hours are from 7:30 am – 4:00 pm, but early morning and evening hours will be required on surgical days and during medical missions. The coordinator should expect to work 50-60 hours per week and possibly more during a medical mission.

## **Supervisor and Department**

- Supervisor: Clinic nurse manager
- Department: Clinical operations, One World Surgery

## **Key Responsibilities**

- Coordinate the care of all Surgery Center patients by:
  - Fielding calls and requests for appointments
  - Maintaining an organized waitlist and database of patient information keep in various data systems

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- Scheduling patients for clinic and surgery appointments in all scheduling systems
- Responding to patients' concerns, and being aware of and scheduling necessary follow-up care
- Manage patient flow on clinic and surgery days as well as during medical missions
- Create logins for all visiting physicians in the EMRs and manage the logistics of EMR
- Complete all tasks necessary to prepare the surgery center for visiting medical missions including coordination with visiting physicians from the US, departments at NPH DR, and other agencies in DR
- Act as a key liaison during medical missions by responding to the questions of medical mission participants
- Assist with translation when needed during medical missions
- Help with or lead other projects and activities at OWS when necessary
- Support Clinical Director to onboard surgeons, determine case load, and select patients for medical missions
- Work with local team to select surgical patients through the clinical and social work criteria, prioritizing patients in high need and taking into consideration patients' health status (BMI, comorbidities, age/ ask our general physicians to confirm labs needed and type of surgery)
- Prepare and organize surgical missions through the selection of clinical and surgical patients
- Prepare and organize surgical charts in preparation for medical missions and local surgeries
- Participate and help coordinate collaborative daily review (CDR) for surgical cases
- Prepare surgical patients, requesting lab work/ clearance / x rays, and imaging. (Our local doctors will provide guidance on what type of labs are needed.)
- Support the local team on the weekends 1-2/month with clinical orientation, case presentation to visiting surgeons, EMR training for visiting physicians, finalizing the schedule, and making changes if the surgeons request it.
- Support in clinic, organizing patients, ensuring efficient patient flow,

## **Knowledge, skills, experience, and abilities**

- Spanish language skills
- Bachelor's degree in any health-related field (premed, biology, chemistry, public health, etc.)
- Medical experience preferred (volunteering in a hospital, shadowing a physician, or preferably time spent in a surgery center)
- Organizational and time-management skills to plan and maintain patient schedule, as well as documentation and reports



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- Ability to work collaboratively in a team, but also take initiative and work independently
- Strong computer skills and Microsoft Office literate
- Organized and willing to take initiative to start and maintain new programs

## Values

NPH is guided by the following core values:

- *Love & Security*: manifested in the safety and stability of the family and realized by profound personal engagement in preparation for meaningful life and gainful employment.
- *Responsibility*: learning to be responsible and to respond to the needs of others, both individually and collectively.
- *Sharing*: developing kindness, empathy and care for others, through what we say and do.
- *Work*: learning to contribute to one's family and community on the path to independence.
- *Faith & Service*: putting Christian values into action.

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