

## TELEHEALTH OUTREACH

Ho`ōla Lāhui Hawai`i is a FQHC, non-profit community health organization serving families throughout the county of Kaua`i. We are seeking 2 part-time Telehealth Outreach candidates for our community health center.

Under the supervision of the Telehealth Outreach Manager, these part-time positions support patients in the community throughout the county of Kaua`i in HLH telehealth services and assists them with telehealth technology.

### Position description:

- Assist patients with telehealth technology.
- Assist patients with appropriate telehealth devices and ensure they are ready for patient use.
- Assist patients with Help Desk - acting as and/or coordinating with the Help Desk services.
- Assist patients with Patient Telehealth Portal
- Assist patients and clients in understanding the services provided by HLH, including registration process, and sliding fee scale qualification procedures.
- When appropriate make referrals to community or state resources and follow-up to ensure services are received.
- Provides data and reporting on activities as requested to Supervisor.
- Follow all established agency policies and procedures
- Conduct oneself in a professional manner, maintaining patient confidentiality at all times.

### Position requirements:

- High school graduate or equivalent.
- Flexibility is KEY!
- Able to communicate clearly and tactfully with others, prepare written reports and other necessary communications in a professional manner. Skilled in use of computer and MS Office software.
- Ability to work with a wide variety of providers, patients, and staff.
- Knowledge of local community and diverse cultures. Culturally sensitive to the needs of the Hawaiian community. Cultural sensitivity to our many Hawai`i cultures is important.

*Ho`ōla Lāhui Hawai`i is an Equal Opportunity Employer. Employees of Ho`ōla Lāhui Hawai`i and applicants for employment shall be afforded equal opportunity in all aspects of employment without regard to race, color, age, religion, veteran's status, citizenship, national origin, ancestry, disability, sex, sexual orientation, arrest or court record, marital status, genetic information, gender identity or expressions, domestic or sexual violence victim status, or any other classification protected under state or federal law.*

Submit resume and cover letter to Human Resources Director via email.