



Code: 9115
Family: Health and Human Services
Service: Public Safety
Group: Police Service
Series: Police General Duty

CLASS TITLE: MEDICAL SERVICES COORDINATOR - CPD

CHARACTERISTICS OF THE CLASS

Under supervision, works in the Chicago Police Department's Medical Services Section (MSS) coordinating the administrative case management functions for Sworn employees that are either injured or sick to ensure compliance with departmental policies and procedures, and performs related duties as required

ESSENTIAL DUTIES

- Documents and manages the authorized use of the medical roll and Sworn Limited Duty Program by department members consistent with the Department's medical policy, the procedures of the MSS and applicable labor agreements
- Maintains a caseload of department members in a medical status, from beginning until the close of a case
- Conducts one-on-one case management appointments for assigned member cases advising them of appropriate forms (e.g., limited duty application) to complete, policies and next steps
- Provides written notifications to department members relative to the department's medical policy and the procedures of the MSS, and receives written authorizations for the release of medical records
- Receives and reviews medical reports and related documents from physicians and other health care providers, via mail, facsimile, message, email, or hand-delivery, and ensures physician orders are consistent with medical standards that are outlined in electronic database
- Reviews treatment and recovery progress information, communicates with the involved department member and schedules follow up case management appointments
- Monitors the duration of each medical absence and the cumulative medical usage for their assigned member cases
- Verifies the compensability of reported injury on duty (IOD) incidents and recommends referrals to physician specialist(s) that would be most appropriate to treat a member with an IOD
- Serves as a liaison on behalf of the department between medical service providers and department members with an IOD that impacts the ability of a member to report for work and/or perform their assigned duties
- Reviews and gathers documentation to approve, as appropriate, surgical and other treatment requests for relatedness to the documented symptoms, complaints and circumstances of assigned IOD cases
- Monitors the relatedness of symptoms and complaints associated with injuries that members are reporting as a reoccurrence of a prior IOD
- Evaluates the need for additional services (e.g., second opinion in IOD cases, an independent medical evaluation in non-IOD cases, or Employee Assistance Program (EAP) assistance for members under their assigned caseload)
- Schedules physical examinations or testing with the City's designated service providers for members requiring an examination due to department procedures (e.g., fitness for duty evaluations, reinstatements to limited or fully duty from a disability leave, due to promotion, or due to detail or assignment to a specialized unit requiring such examination)
- Schedules sworn members to report to the firing range to demonstrate firearms proficiency

- Reviews Exposure to Communicable Disease reports, gathering information and evaluating the relative risk of exposure to department members and proceeding with IOD cases and associated monitoring and treatment referrals, as required
- Maintains accurate and detailed case notes and related entries within the CLEAR system and MSS medical files relative to all interactions and updates for their assigned cases
- Maintains effective communication with other MSS staff members
- Performs all case management responsibilities based upon objective and professional review of the available documentation

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Two years of work experience providing medical case coordination and/or administrative support in a hospital, clinic or medical environment, or an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computers, scanner)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS

Knowledge

Moderate knowledge of:

- *medical case management protocols and practices
- *healthcare standards, message formats, and secure transmission mechanisms

Some knowledge of:

- *medical terminology
- *anatomy and physiology
- *applicable computer software packages and applications
- applicable federal, state, local laws, regulations, and guidelines

Knowledge of applicable City and department policies, procedures, rules and regulations

Skills

- ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making

- ACTIVE LISTENING - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- JUDGEMENT AND DECISION MAKING – Consider the relative costs and benefits of potential actions to choose the most appropriate one
- SYSTEM ANALYSIS – Determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes
- SYSTEMS EVALUATION – Identify measures or indicators of system performance and the actions needed to improve or correct performance relative to the goals of the system

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- ORGANIZE INFORMATION – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations)
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- DEPENDABILITY – Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL – Pay careful attention to detail and thoroughness in completing work tasks
- ANALYTICAL THINKING – Analyze information and using logic to address work or job issues and problems

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
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