

Emergency Room Service Coordinator Tufts University

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Posted May 6, 2025, set to expire Dec. 31, 2025

Job Title	Emergency Room Service Coordinator
Department	Cummings School of Veterinary Medicine
Institution	Tufts University Medford, Massachusetts
Date Posted	May 6, 2025
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Coordinator
Academic Field(s)	Health Services Agriculture/Animal Care Administrative Support/Services
Job Website	https://jobs.tufts.edu/jobs/21555?lang=en-us&iis=Job+Board&iisn=AcademicKeys

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Job Description

Overview

Cummings School of Veterinary Medicine at Tufts University provides 24-hour care for pets 365 days of the year. Since 1985, we have offered high quality medical care, consultation, referral, and emergency veterinary services for the care of dogs, cats and exotic pets. The Foster Hospital for Small Animals (FHSA) provides advanced veterinary care for small animal patients throughout New England and serves as the primary clinical training environment for the veterinary students, interns and residents.

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What You'll Do

The emergency room services coordinator works as part of an integrated team to provide high quality administrative support to both internal and external clients of the ER service. Responsibilities include providing patient updates, admitting, and discharging patients, assisting in the patient aftercare processes, scheduling follow up appointments, communicating with RDVMs, managing referral paperwork and overseeing department email communications and on-call schedule.

Essential Functions of this role will be:

Administrative Duties

- Admitting and discharging patients presenting to the ER department. Fee collection on inpatients and outpatients, email client and RDVM documentation.
- Ensure all ER cases (inpatient and outpatient) are collared with patient/client identification.
- Assist clinical team with updating and managing ER triage board. Review and update client and patient information.
- Schedule emergency and critical care (ECC) recheck or follow up appointments when necessary.
- Coordinate discharges with clinical team, give clients finalized discharge report, medications and pet food as directed.
- Monitor owner belongings ensuring leashes and carriers are obtained by clients prior to discharge or admit.
- Scan documents as needed.
- Manage the ECC email account, including radiographs and RDVM records.
- Call in emergency surgery team when directed.
- Ensure emergency on-call schedule is available, accurate and posted. Make updates as needed.

Aftercare Coordination

- Primary client communication in all aspects of the aftercare process and bereavement consoling in consultation with the Hospital Social Worker and After Care Coordinator.
- Serve as pathology liaison for ER aftercare cases.
- Educate clinical teams on patient disposition options, tissue and body donation programs, and necropsy as related to aftercare and in collaboration with the Aftercare Coordinator.
- Assist with morgue operations including body identification, pick-up, and preparation.
- Coordinate client visits for viewing and pick-up of deceased patients.
- Ensure bereavement room is cleaned and stocked after each use.

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- Provide guidance and communication between client and crematory/cemetery/family member with respect to pet disposition.
- Coordinate aftercare services for Tufts at Tech patients presenting to the FHSA.
- Order and distribute aftercare inventory (sympathy cards, bags/tags) for the FHSA and the Hospital for Large Animals.
- Order and distribute client educational materials on grief support and crematory service.
- Client Communications
- Serve as a communication liaison between clients and ER clinicians regarding patient updates and waiting times.
- Help assist clients with hospital policies and ER protocols (i.e. visiting policies).
- Other
- Perform other duties as assigned by supervisor and ECC faculty.
- Participate in departmental and hospital-wide initiatives and trainings as required.

What We're Looking For

Basic Requirements:

- High school graduate or equivalent.
- 1-3 years of customer service experience in veterinary, animal care, or human medicine.
- Knowledge of medical/veterinary terminology.
- Exceptional communication skills.
- Ability to remain calm, take initiative, and gather information in emergency situations.
- Ability to effectively work as a member of a diverse team of clinical and administrative professionals.
- Basic computer skills including the ability to learn the electronic medical record system.

Preferred Qualifications:

- Experience in an academic medical center.
- Bachelor's degree in related field.
- Certifications/education in animal care, office management, leadership development, coaching or client service areas.
- Advanced knowledge of medical\veternary terminology.

Pay Range

Minimum \$24.30, Midpoint \$28.90, Maximum \$33.50

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Salary is based on related experience, expertise, and internal equity; generally, new hires can expect pay between the minimum and midpoint of the range.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

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