

Meet Our Wound Care Clinic Team



PHYSICIAN AND COMMUNITY LIAISON (PCL)

Terri Keller

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Drives wound center awareness through outreach and education programs targeted at physicians, case managers, discharge planners, nursing homes and home health companies internal and external to the system, as well as patients.

ADDITIONAL KEY DUTIES INCLUDE:

- Follow the life cycle of the referral from start to finish in collaboration with the clinical team.
- Serve as the referral source's first point of contact for questions and/or concerns regarding patients being seen at the outpatient wound center.
- Develop and maintain relationships with the medical community and patients.
- Provide routine communication, update and create a positive experience for the referral sources.
- Facilitate routine communication with hospital partners serving as an integral part of the hospital relationship.



LEAD REGISTERED NURSE (RN)

Nicole Chambers

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Provides oversight and management of the wound clinic's daily operations and provides direct patient care and coordination of care for patients through assessment and team collaboration in evaluating, planning and implementing evidence based wound care.

ADDITIONAL KEY DUTIES INCLUDE:

- Responsible for the leadership and management of the clinical team, addresses staff needs, and precepts new staff, as assigned.
- Maintains open communication with clinical team, community educators, RXH senior management, host facility staff, providers, and business office staff to ensure continuity of care.
- Completes wound assessments and develops patient-specific wound care plans and regularly reviews wound progress.



PATIENT SERVICES COORDINATOR (PSC)

Sydney Leddy

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Manages a referral from start to finish in collaboration with the clinical team, serving as the main administrative contact for the wound program.

ADDITIONAL KEY DUTIES INCLUDE:

- Develops and maintains relationships with hospital staff and patients.
- Ensures accurate patient documentation for hospital registration, charge entry and medical records team.
- Provides hospital access to superbill that includes diagnosis codes and suggested CPT and/or HCPCS codes.
- Ensures the wound care program is operating at the highest level.
- Performs insurance verifications and obtains authorizations.
- Schedules patient visits and manages appointment reminders.