



Assignment Information and Expectations (for Video Monitor Technician Associates at Michigan Medicine)

Overview

Shortly after your assignment begins, you will be invited to participate in video monitoring technician (VMT) training, which is mandatory. The additional training ensures that future VMT associates know how to use the monitoring equipment/program, respond to patient situations, and perform the administrative tasks at hand. If you have any questions or concerns regarding the work as a VMT, please contact the Patient Attendant Program at 734-665-1232 or paprogram@manpowermi.com.

Work Environment

Located within the Manpower CSR Office, VMT associates work very closely alongside another VMT station and the Manpower Patient Attendant Staff. Working in this environment, it is not uncommon for VMT associates to overhear confidential and private information, particularly conversations from the Manpower Patient Attendant Staff who are communicating things such as patient information as well as handling counseling and disciplinary conversations with other Manpower associates. It is critical that VMT associates treat all information as sensitive and remember to respect patient confidentiality in accordance with HIPAA.

Patient Care

VMT associates are accountable for remotely monitoring the safety of up to 12 patients at one time, providing the same level of observation and attention as an in-room patient attendant. It is important that VMT associates remain alert and attentive to their patients at all times. VMTs are also responsible for receiving reports and communicating status changes to nursing staff throughout their shift as well as using alarms and/or paging systems to notify staff in the event of an emergency.

Additional Job Duties

VMTs must be able to multitask and demonstrate strong computer skills as it is a requirement to document information within a computer system accurately and in a timely manner regarding a patient's status. VMT associates may also be asked to retrieve/deliver cameras and monitoring equipment either at the beginning or end of a shift.

Shift Expectations

VMTs are expected to be polite, attentive, and use good judgment while on assignment. Failure to conduct yourself professionally and with the best interests of the patient, patient's family, Michigan Medicine, and Manpower in mind will result in disciplinary action, up to and including termination.

VMT associates are also required to follow the patient attendant dress code and comply with the UMHHC Dress and Appearance Policy while working as a VMT. Eating at your workstation and using your cell phone (or any other electronic device) is prohibited.

Pay Rates

VMT pay rates vary based on schedule and shift. Those working a full-time set or full-time rotating schedule qualify for the hourly higher rate shown in the ranges below.

Weekday Day Shift: \$19.00 – 21.00 per hour
Weekday Evening Shift: \$21.00 – 23.00 per hour
Weekday Night Shift: \$22.00 – 24.00 per hour

Weekend Day Shift: \$20.00 – 22.00 per hour
Weekend Evening Shift: \$21.50 – 23.50 per hour
Weekend Night Shift: \$22.50 – 24.50 per hour

Weekday shifts begin on Monday with the day shift (7:00am - 3:30pm) and run through the completion of Friday day shift (7:00am - 3:30pm). Weekend shift pay begins on Friday with the evening shift (3:00pm - 11:30pm) and runs through the completion of Monday night shift (11:00pm Sunday - 7:30am Monday). Please note that the night shift is named by the day of the week on which the shift ends. For example, Monday's night shift begins at 11:00pm on Sunday and ends at 7:30am on Monday.