



Job Description

POSITION: Patient Care Navigator

DEPARTMENT: Case Management

REPORTS TO: Finance Manager

CLASSIFICATION: Exempt

SCOPE OF WORK SUMMARY:

The Case Management Team (CMT) functions to support quality patient healthcare outcomes by the development, implementation, and evaluation of individual patient plans of care (POC) for certain patients whose medical, behavioral, or social situation warrants additional layers of support. The Patient Care Navigator (PCN) will act as a liaison between Elica, patients, patient families, and inpatient facilities. The PCN will follow established professional standards of care, Elica guidelines, policies, and procedures.

Patient navigation assists patients to get timely and effective care. Navigators work with patients individually to "navigate" the healthcare system and to help them overcome the barriers to receiving the appropriate care in a timely manner. A patient navigator is someone who:

- Identifies and reduces barriers to patient care
- Helps patients find resources
- Helps patients understand that it is important to get treatment quickly

Patient navigator services can be related to medical or behavioral health diagnoses or related to social determinants acting as barriers to successful healthy living.

DUTIES AND RESPONSIBILITIES:

- Actively interacts with the RN Patient Care Coordinator.
- Meets daily with other Patient Care Coordinators and Patient Care Navigators to prioritize case management activities for the day.
- Under general supervision of the Director of Case Management, makes follow up phone calls to patients regarding normal lab results, required or missed appointments, needed health maintenance studies, for example, PAP smears, annual well visits, etc.
- Tracks missing lab results, pathology reports, referral letters, etc., to ensure that the EHR is current and that the Health Care Providers (HCP) have an opportunity to review that information prior to the patient's next clinical visit.
- Under the general supervision of the Director of Case Management, helps create resource materials to be used for patient referrals for various services not available from Elica.
- Provides assistance in the creation of patient paperwork when non-clinical information is required or can be obtained from the EHR without the need for interpretation. Provides such paperwork to the reporting Director of Case Management who will either complete the forms or deliver to the provider for his/her signature.
- Returns patient phone calls and portal inquiries related to appointments when no clinical input is required.

- Obtains daily lists of Elica patients who were recently hospitalized or seen in local EDs to ensure that follow up appointments are made for these at- risk patients.
- Obtains insurance generated lists of those who have experienced "missed opportunities" to provide comprehensive preventative care under the supervision of a Patient Care Coordinator; schedules appropriate appointments or forwards the need of an appointment to the Elica Call Center.
- Provides administrative support for outreach programs, including school-based clinics, activities for the clinically complex and/or homeless patients, and community events.
- Participates in outreach events providing case management support during the event and identifying patients who will need ongoing case management support after the event
- Rotates weekend, night, and holiday call with staff to facilitate adequate coverage for all patients (1-4 days per month); professional on-call staff members will be available for consultation.
- Participates in agency performance evaluation program at scheduled intervals throughout employment.
- Abides by and promotes agency administrative policies.
- Maintains current knowledge and practice of competencies by participating in continuing education opportunities (conferences, workshops, and meetings) facilitated by professional organizations.
- Participates in staff in-services programs (minimum of 12 hours annually).
- Performs other tasks and duties as assigned. Physical Requirements

PHYSICAL REQUIREMENTS

This job is conducted in the indoor environment of an ambulatory health care clinic setting. The Ideal candidate must possess adequate visual acuity including use of peripheral vision and depth perception to perform the job as described; must also possess adequate auditory and verbal acuity to perform described job functions. The job requires that the candidate possess the ability to walk and/or move about, sit and/or stand for long periods of time, reach, stoop, bend, and lift up to 20 lbs. Must be able to perform duties requiring repetitive hand movement and the use of a computer and computer monitor, as well as use of a calculator. Must possess the ability to operate fax machine, copier, and telephone, and drive a personal car during work hours.

EDUCATION, QUALIFICATIONS AND EXPERIENCE

1. Bachelor's Degree or equivalent training and experience.
2. First Aid/CPR certification
3. Valid CA driver's license and proof of personal auto insurance (on the vehicle driven during working hours).
4. Knowledge of modern office equipment.
5. Excellent organizational and time management skills.
6. Ability to maintain records and files.
7. Ability to operate personal computer.
8. Ability to exert physical effort maintaining and distributing files.
9. Knowledge of essential nursing care and clinical procedures.
10. Current CPR certification required.
11. Comprehensive understanding of HIPAA and confidentiality regulations/guidelines is required.
12. Demonstrate the ability to read, write, and communicate in English.

ACKNOWLEDGMENTS:

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this work. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential work functions.

I have reviewed and understand the above description and believe it to be accurate and complete. I also understand that Elica Health Centers retains the right to change this description at any time.

I certify that I possess all of the "Essential Requirements" outlined herein, except as noted here: (If none, so state):

I certify that I am fully capable of completing all of the responsibilities documented herein and I do not have a physical or mental disability that would jeopardize the health and or safety of my co-workers.

Signature

Date Signed

Printed Name