

Job Description

Job title:	Assistant Care Navigator
Reporting to:	Director, Clinical Services
Hours:	Full-time Exempt
Revision Date:	07/01/2021

Summary

The Assistant Care Navigator (ACN) provides support to the Advanced Care Connect Care Navigator. In this role, coordinates aspects of the Advanced Care Connect program to include patient outreach, scheduling, communicates with the remote Care Management team and the physician network for care management services. As part of the Care Management team, and under the guidance of the ACC Care Navigator, the ACN collaborates with the team to coordinate patient visits; telephonic, telemedicine and in-home. The ACN supports the Care Navigator and the various services unique to that program, the care team, the patient and the physician practice as a direct link to the patient by establishing the foundation to provide care management services on behalf of the United Physicians ACC Care Management program.

Responsibilities & duties

- Patient registration, insurance verification, and appointment scheduling
- Willingness to work in a variety of settings including, patient's homes, physician office, and remotely
- Conduct intake and interviews with patients via phone calls, in person and in physician office setting as needed. Assist patients with completing applications and registration forms
- Exhibit excellent working relations with patients, visitors and staff, effectively communicating United Physician's mission
- Work closely with the ACC Care Navigator and care management providers to help ensure that patients have comprehensive and coordinated care
- Follow-up with patients and as indicated to ensure coordinated care is achieved from initial identification through closure
- Be knowledgeable about community resources appropriate to needs of patients/families
- Act as a patient advocate and liaison between the patient/family and community service agencies (i.e., schools, Department Human Services, Health Care for Homeless, hospitals, support groups, etc.)
- Record patient care management information in the EMR and other software no later than 24 hours after patient contact
- Attend regular staff meetings, training and other meetings as requested. Manager assigned caseload of patients and other duties as assigned

Qualifications

- Bachelor's degree in Human Services or other Health-related field is preferred, or an equivalent combination of education and experience from which comparable knowledge, skills, and abilities can be acquired.
- Adept at patient outreach and engagement
- Excellent written and oral communication skills required.
- Experience working in a multi-cultural setting.
- Experience working in a community-based setting for at least 1 to 3 years preferred

- Knowledge of medical terminology
- Knowledgeable of multiple electronic medical records applications
- Knowledge of CPT billing codes
- Adept at basic computer skills and technology; specifically Microsoft Office, Outlook, and Excel
- Ability to initiate and maintain positive working relationships with United Physician staff and other organizations.
- Understand program initiative facilitated by United Physicians
- Ability and willingness to provide patient education, support, and motivation to patients regarding their care management benefits
- Care management and patient self-management training consistent with local standards
- Valid driver's license and reliable transportation
- Basic Life Support certification

Performance Skills

- Able to engage patients, family, caregivers, other members of the Care Management team and the client practice PCMH team in a common understanding of each patient's individual plan for health
- Sensitive to cultural, linguistic, and psycho-social barriers to successful self-management and implementation of the individual care management plan
- Creates sense of empowerment on the part of patients, family and caregivers
- Able to work in support of the patient, practice and care management team with limited direct supervision
- Manages multiple and conflicting priorities
- Able to resolve customer inquiries and complaints in a timely manner and consistent with corporate policy
- Extroverted personality that enjoys interacting with new people from different backgrounds

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.