

Telehealth Navigator Job Description (sample)

Background

Telehealth has been embraced throughout the COVID pandemic by patients and providers for its convenience and ease of access. Federally Qualified Health Centers (FQHCs) have seen reduced numbers of “no shows” and cancellations, especially in Behavioral Health (both mental health and substance use disorder). For many patients, however, especially those served by FQHCs, there are many barriers to effectively accessing telehealth and, in particular, tele-video visits and remote patient monitoring (RPM). These include:

- Reliable access to broadband internet
- Reliable access to smartphones and/or computers
- Reliable access to private spaces to carry out telehealth visits
- The need, in many instances, to add interpreters to appointments
- Understanding of and engagement with telehealth as a safe and effective modality of care
- Digital literacy in general and knowledge of the telehealth interface, specifically

At the same time, providers report that they spend a great deal of time educating patients on the usefulness and pragmatics of telehealth, education that could easily and perhaps even more effectively, be carried out by others on the care team. Providers also report that they typically conduct these telehealth appointments on their own, rather than with the care team supports they have in place for in-person visits.

Telehealth Navigator Role & Responsibilities

The Telehealth Navigator is a specialized role developed to address patients’ and communities’ digital access barriers and telehealth opportunities. The Navigator will be trained on a set of resources focused on educating patients on how to initiate and participate in a telehealth visit and, if needed, how to use remote patient monitoring equipment. The Navigator may be recruited from existing health center staff, such as Community Health Workers, and/or from the communities served.

The Telehealth Navigator will engage with patients in a variety of ways, depending on the needs of the patient and/or the FQHC, including:

- Calling patients in advance of scheduled telehealth visits to ensure they are trained and confident in their ability to participate, and to confirm availability for the visit
- Ensuring that their equipment is working and that they can access the technology
- Arranging to add interpreters to telehealth visits, if needed
- Reaching out to patients who are overdue for a visit
- Scheduling telehealth visits and providing associated training
- Providing training on remote patient monitoring equipment
- Providing education for patients on-request by providers
- Providing community-based education through outreach and engagement with local, community-based organizations.