

Job Announcement



Position Title: Patient Navigator

Supervises: None

Reports To: QI Director

Written by: Human Resources Department

Department: Medical Clinic

FLSA: Non-Exempt

Effective Date: 09/16

Approved by: CEO

Mission Statement: It is our mission to improve the quality of life for the diverse communities of South Los Angeles and Southeast Los Angeles County by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. We aim to lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient and culturally responsive services.

General Summary:

As an integral part of the patient care team, the Patient Navigator serves as the link between patients, health systems, medical providers, and Referral Coordinators. In order to increase the utilization of available specialty care services, the Patient Navigator will work in collaboration with the Referral Specialist to maximize patient use of existing health services. The navigator will also connect the patient to Community services.

Essential Duties: (*Essential Functions)

- Maintain up-to-date complete and accurate documentation of patient encounters in NextGen
- Assesses patient needs and any special accommodations (i.e., Sign language)
- Keeps the referring PCP informed as to the patient's needs, and progress via a PTA (provider test action) in the electronic health record
- Verify and update missing preventive and/or chronic care services using the i2iTracks population management system
- Outreach to patients missing services based on clinical guidelines, reports from patient registry or other sources
- Run and review data reports from i2iTracks system
- Mail letters, self-management tools, educational material, etc., to patients based on patient registry information or other sources
- Work with QI identifying opportunities for improved patient care
- Patient education for non-complex needs (and for complex needs only if instructed by patient's medical provider)
- Arrange for transportation assistance as needed
- Make appointment reminder calls to patients; assure care is received; re-schedule missed appointments
- Assist nursing staff with follow up on hospitalized patients; make appointments.
- Care coordination with hospital discharge planner or navigator. Obtain discharge papers and direct to the provider. Ensure patient receives discharge medication
- In conjunction with Referral Specialist, Patient Navigator will transmit documents to specialists or facilities and assist in tracking referrals until reports are available
- Other duties as assigned

Job Specifications: (Knowledge, skills, abilities and experience normally required for competent performance)

Education and Knowledge

- AA degree required
- BA degree preferred
- Demonstrate knowledge of safety, infection control & emergency policies and procedures

Experience

- Minimum 2 years' experience in health education, public health, social work/case management or other related fields

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- Bilingual English/Spanish required
- BLS/CPR Certification

Skills and Abilities

- Good written, oral and customer service skills
- Type 35 wpm
- Bilingual English/Spanish preferred

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