



APLA Health's mission is to achieve health care equity and promote well-being for the LGBT and other underserved communities and people living with and affected by HIV. We are a nonprofit, federally qualified health center serving more than 14,000 people annually. We provide 20 different services from 15 locations throughout Los Angeles County, including: medical, dental, and behavioral health care; PrEP counseling and management; health education and HIV prevention; and STD screening and treatment. For people living with HIV, we offer housing support; benefits counseling; home health care; and the Vance North Necessities of Life Program food pantries; among several other critically needed services. Additionally, we are leaders in advocating for policy and legislation that positively impacts the LGBT and HIV communities, provide capacity-building assistance to health departments across the country, and conduct community-based research on issues affecting the communities we serve. For more information, please visit us at aplahealth.org.

APLA Health is currently seeking a Patient Navigator to join our Baldwin Hills location! We offer great benefits, competitive pay, and great working environment!

We offer:

- *Medical Insurance*
- *Dental Insurance (no cost for employee)*
- *Vision Insurance (no cost for employee)*
- *Long Term Disability*
- *Group Term Life and AD&D Insurance*
- *Employee Assistance Program*
- *Flexible Spending Accounts*
- *Paid Holidays*
- *Personal Days*
- *Vacation Days*
- *Sick Days*
- *Metro reimbursement or free parking*
- *Employer Matched 403b Retirement Plan*

This is a great opportunity to make a difference!

Patient Navigator, Gleicher/Chen Health Center

POSITION SUMMARY:

The Patient Navigator is a non-clinical clinic team member who is skilled at engaging with patients over the phone and in-person and working with clinical care teams to enhance patient centered care and increasing the number of patients that come in for their annual wellness exams, required diagnostic and preventive screening tests and procedures.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Connecting patients to a Patient Centered Medical Home (PCMH) concept of patient care.
- Practice active listening, empathy and cultural humility with patients to schedule appointments and address challenges of patients at-risk of missing appointments.
- Outreach to patients and assist patients with accessing additional resources and/or clinical services, including transportation and interpretation services.
- Coordinate appointments with health care providers to ensure timely delivery of diagnostic, treatment and wellness exams.
- Schedule patient appointments and registers patients in eClinicalWorks according to clinical protocol.
- Work with the clinical care teams to improve our performance on the following HEDIS measures: Colorectal Cancer Screenings for patients 50-75 years; Cervical Cancer Screening for women 21-64 years; and Diabetes Hemoglobin A1c control (A1c under 9%) and update teams on patient progress.

- Maintains patient accounts in eClinicalWorks by obtaining, recording, and updating personal and financial information.
- Protects patients' rights by maintaining strictest confidentiality of personal and financial information; adhering to all HIPAA guidelines/regulations.
- Maintains operations by following policies and procedures; reporting needed changes.
- Assist in maintaining office and building fire/safety regulations.
- Ensures clinic flow by being an active team member.

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

REQUIREMENTS:

Training and Experience:

High school diploma or GED required, AA degree preferred. At least two (2) years experience working in a medical office or similar environment. Bilingual English/Spanish strongly preferred.

Knowledge of:

Demonstrate an understanding of culturally specific challenges and disparities facing patients. Efficient in demonstrating essential job related functions and workplace etiquette. Knowledge of basic public health principles, managed care, health care delivery systems and communities served, specifically, but not limited to LGBT and individuals living with and/or at-risk of HIV. Basic understanding of health risk factors, prevention techniques and healthy lifestyles. Knowledge of electronic health records - eClinicalWorks preferred. Must be proficient in the use of Microsoft Office programs.

Ability to:

- Must be extremely organized and detailed orientated
- Must be able to apply critical thinking and problem solving skills
- Must be able to identify mandatory reporting situations
- Must be able to work effectively within a team, demonstrate initiative, follow-through and accountability
- Must be able to set goals and develop work plans
- Must have excellent communications and written skills
- Strong telephone etiquette
- Must have a courteous, professional nature and customer service oriented
- Must maintain a strict discipline in time management with a focus on quality
- Knowledgeable about insurance plans, Medi-Cal / Medicare
- Good computer skills

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

This is primarily an office position that requires only occasional bending, reaching, stooping, lifting and moving of office materials weighing 25 pounds or less. The position requires daily use of a personal computer and requires entering, viewing, and revising text and graphics on the computer terminal and on paper.

SPECIAL REQUIREMENTS:

Must possess a valid California driver's license; proof of auto liability insurance; and have the use of a personal vehicle for work related purposes.

APLA Health is an Equal Opportunity Employer.

To Apply:

Visit our website at www.aplahealth.org to apply or click the link below:

<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?clientkey=A5559163F67395E0A2585D2135F98806&job=38881&jpt=>