

Job Description



Position Title: Patient Navigator

Supervises: None

Reports To: QI Director

Written by: Human Resources Department

Department: Clinic

FLSA: Non-Exempt

Effective Date: 9/16

Approved by: CEO

Salary Grade: 7

General Summary:

The Patient Navigator performs a variety of health education, clerical and medical support services within the clinic setting and in the community. 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 assist in identifying patient needs and connect them to the appropriate community support services.

Essential Duties: (*Essential Functions)

- Maintain up-to-date complete and accurate documentation of patient encounters in NextGen
- Maintain a case load of 100+ patients
- Obtain accurate and proper consent for release of information
- Assesses patient needs of any special accommodations (i.e., Sign language)
- Coordinates and develops clearly define care plan for patients with estimated timeline for response to their needs
- Keeps the referring PCP informed as to the patient's needs, and progress via a PTA (provider test action) in the electronic health record

Population Management Activities:

- 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
- Attend meetings, i.e., Providers', QI, Patient Flow, as needed/required
- Health Coach Activities: Link patients to community resources and services to support their overall wellness and recovery
- Patient education for non-complex needs (and for complex needs only if instructed by patient's medical provider)
- Provides variety of education handouts as needed
- Provides variety of self-monitoring tools
- Provide accurate list of local self-management support resources to patient
- Assess and document patient communication needs
- Orient new patients to services offers, clinic hours, after care hours and patient portals (as schedule permits)
- Encourage patient to get blood drawn
- Enable patients to succeed with their self-management skills

Coordination of Care Activities:

- Functions as liaison between Primary Care Providers (PCP), patients, specialty physicians, Referral Specialists, and other relevant clinic staff
- The Patient Navigator will communicate regularly with members of the patient care team in order to facilitate the coordination of health care services, including participation in team care meetings (huddles), as time permits
- In collaboration with Care Team Nurse, Patient Navigator will receive and review reports or other forms of communications and transmit information from facilities notifying practice of service provided to patients

- Obtain notes from facilities inpatient or rehab, emergency department, urgent care centers and communicates with external case or disease managers
- In conjunction with Care Team Nurse, Patient Navigator will make follow up care coordination phone calls
- Set up next office visit appointment for social worker, dietician, provider and specialty care
- Makes appointment reminder calls to patients; assure care is received; re-schedule missed appointments
- Review and respond to patient emails or route to appropriate staff
- In conjunction with Referral Specialist, Patient Navigator will transmit documents to specialists or facilities and assist in tracking referrals until reports are available
- Carry out tasks that are needed to assure patients adhere to requirements prior to specialty care appointments
- Arrange for transportation assistance as needed
- Review appointment history and follow up as needed
- Initiate forms presented by patients (i.e. disability, DMV, and in-borne health service forms, etc.)
- Maintain confidentiality and ensure compliance with HIPAA regulations.
- 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
- Attendance and punctuality is essential in order to provide quality of care to patients, face-to-face interaction with patients, and to work with provided healthcare equipment collected at clinics
- Represents SCFHC in a positive, professional, responsible manner to staff, providers, case managers, and team members
- Demonstrates initiative, exertion, drive, desire for self-improvement, and learning ability for advancement

Other Responsibilities:

- Must adhere to HIPAA regulations
- Follows all SCFHC policies and procedures
- 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

Skills and Abilities

- Good written, oral and customer service skills
- Excellent interpersonal, organizational, and project management skills
- Type 35 wpm
- Bilingual English/Spanish preferred

Licensure and Certifications

- Current California Drivers License and Limited Liability Insurance

Financial Responsibility and Authority:

- None

Job Description



Working Condition Demands:

Key (Based on typical week):

N=Never

F= Frequent (34%-66% of time)

R= Rarely (Less than 1 hour per week)

O=Occasional (1%-33% of time)

C=Constant (over 66% of time)

Activity	Frequency					Activity	Frequency				
	N	R	O	F	C		N	R	O	F	C
Lifting/Carrying						Pushing/Pulling					
Under 10 lbs		x				Under 10 lbs		x			
11-20 lbs	x					11-20 lbs	x				
21-50 lbs	x					21-50 lbs	x				
51-100 lbs	x					51-100 lbs	x				
Over 100 lbs	x					Over 100 lbs	x				
Twisting/Turning						Driving					
Reach over shoulder	x					Automatic Trans				x	
Reach over head	x					Standard Trans	x				
Reach outward				x							
Climb	x										
Crawl	x					Other					
Kneel		x				Keyboard/Ten				x	
Squat	x					Key				x	
Sit				x		Fingering (fine dexterity)	x			x	
Walk-Normal Surfaces					x	Handling (grasping, holding)		x			
Walk-Uneven Surfaces		x				Repetitive Motion - Hands	x				
Walk-Slippery Surfaces		x				Repetitive Motion - Feet	x				
Stand			x								
Bend			x								

Adherence of SCFHC Policies:

To adhere to the SCFHC policies as they pertain to department and Human Resources Department

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

Employee's Acknowledgement:

I have had the opportunity to ask questions and understand that the above information on this job description has been designed to indicate the general nature and not designed to contain a comprehensive inventory of all duties, responsibilities and qualification to this job. In addition, my job title, duties, responsibilities and compensation can change with or without notice based on the needs of the company. Moreover, this job description does not change my "at-will" status with the company.

Name of Employee: _____ Signature: _____ Date: _____