



3569 Ridge Road, Cleveland, Ohio 44102
Administration: 216 281 8945 Fax: 216 281 9565

JOB DESCRIPTION

CARE TEAM PATIENT ADVOCATE

SCOPE OF POSITION FOR PATIENT ADVOCATE

The Patient Advocate serves as an active member of the Care Team structure at NFP supporting the providers and nurses with patient management and administrative tasks. This position will also organize and implement social services to patients and families and provide linkages for the patient and family.

The ultimate goal of the position is to improve:

1. Access to care, 2. Quality of Care, 3. Patient Outcomes.

ESSENTIAL Care Team RESPONSIBILITIES:

- Coordinates daily team huddle
- Track completion of referrals and assist in obtaining specialist's reports
- Prepare forms-INS, disability, school & work physical forms, med certs, HEAP, etc-for provider signature
- Partner with the Medical Assistants to best address the needs of the patients and their families
- Order Entry--Looking at DX--DM, HTN, Adult Physical, HypoThyroid, Hyperlipidmia, heart issues, Entering standard orders for these, including needed lab work, adult immunizations, referrals.
- Maintain patient/family engagement through proactive methods of communication, i.e: conducting reminder phone calls for well child checks, past due chronic disease management visits for diabetes and hypertension
- Call patients in advance of visit with patient-specific reminders if necessary
- Discuss and make referrals to patient assistance program such as Smoking Cessation Programs, diabetes classes, Wellness Coordinator services
- Assist patients with understanding public program eligibility and social services
- Communicate with concerned patients including identifying barriers for patients and helping to remove barriers to care
- Assist patient in obtaining appointments for referrals when complex or when patients face barriers.
- Provide enabling visits to patients of NFP. This involves assessment of need, linkage to internal or external resources, and ongoing follow up to resolve issues and/or referral to appropriate level of care (whether behavioral or medical).
- Keep a current list of community resources, updated periodically, available for both patients and staff.

- Follow up with patients who have been hospitalized to schedule follow-up appointments and/or arrange for follow-up care.
- Other duties as assigned

SKILLS REQUIRED:

- Excellent inter-personal and organizational skills.
- Ability to establish and maintain effective working relationships with staff, patients and the public.
- Ability to work independently with minimal supervision.
- Ability to use Microsoft Office, to learn and use an electronic medical records system and other computer applications.

QUALIFICATIONS:

- Minimum two years public health experience preferred.
- Personal transportation and valid drivers' license and car insurance.

WORKING CONDITIONS:

- Involves frequent contact with patients and staff.
- Normal office environment.
- Work may be stressful at times.

REPORTS TO & EVALUTED BY: Patient Advocate Supervisor

Employee Signature

Date

Supervisor Signature

Date

Executive Director Signature

Date