## Position Description

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| **Position Title: Care Team Patient Advocate** | |
| **Department: Patient Advocacy** |  |

**JOB CONTENT**

1. **Position Summary:**

* The Patient Advocate serves as an active member of the Care Team structure at NFP by 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.

1. **Essential duties and responsibilities which must be performed in order to carry out the position purpose summarized above:**

(The following description is a general representation of the key duties and responsibilities of this

position. Other duties may be assigned, as required.)

1. Coordinates daily team huddle.
2. Track completion of referrals and assist in obtaining specialist’s reports.
3. Prepare forms-INS, disability, school & work physical forms, medical certification forms, HEAP, etc-for provider signature. Mail or fax forms and information (referrals, letters, etc.) as needed for patient, nurse, or provider.
4. Partner with the medical assistants and team nurses to best address the needs of the patients and their families.
5. Work with the nurse to take phone messages off their voicemail when necessary.
6. Order entry: Looking at Dx – DM, HTN, Adult Physical, HypoThyroid, Hyperlipidemia, heart issues, OB Initial; entering standard orders for these including needed lab work, adult immunizations, and referrals.
7. Process team referrals and follow up on urgent referrals. Close referrals when reports are received.
8. Maintain patient/family engagement through proactive methods of communication, ie, conducting reminder phone calls for well child checks, past due chronic disease management visits for diabetes and hypertension and contacting patients that “no-show” for appointments.
9. Call patients in advance of visit with patient-specific reminders if necessary.
10. Discuss and make referrals to patient assistance program such as Smoking Cessation Programs, diabetes classes, Wellness Coordinator services.
11. Assist patients with understanding public program eligibility and social services.
12. Communicate with concerned patients.
13. Assist patient in obtaining appointments for referrals when complex or when patients face barriers.
14. 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).
15. Act as a representative of CareSource and enroll patients into the High Risk Case Management, conduct Face to Face enabling visits with these patients a minimum of once every 90 days, and complete the appropriate documentation in the CareSource online system as well as in NFP’s Epic system.
16. Keep a current list of community resources, updated periodically, available for both patients and staff.
17. Identify barriers for patients and help remove barriers to care.
18. Follow up with patients who have been hospitalized to schedule follow-up appointments and/or arrange for follow-up care.
19. Attend monthly team meetings and document minutes for meetings.
20. Other duties as assigned.
21. **Qualifications:**

A. Specific knowledge, training or skills required to perform the duties of this position. Specific concepts, courses, training programs or required certifications:

(To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills and abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

* Basic understanding of health care system and chronic diseases.
* Attention to detail, ability to multi-task, work effectively as a team member, coach others and follow directions.
* Case management experience preferred.
* Computer proficiency: application of EMR and related functional software.
* Fluent in English and Spanish preferred.
* Excellent interpersonal and organizational skills.
* Ability to establish and maintain effective working relationships with staff, patients and the public.
* Ability to work independently with minimal supervision.
* In-depth emotional intelligence: demonstrated self-awareness, accurate self-assessment, sensitivity and empathy, openness, flexibility, reliability and consistency.
* Personal transportation and valid Ohio drivers’ license and car insurance

B. Essential Physical Demands and Working Environment:

(The physical demands and work environment described below are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

* Ability to see, communicate, hear and utilize electronic communication devices.
* Demonstrated ability to walk, sit or stand for long periods of time.
* Work environment is stressful at times.

C. Previous experience that is *necessary* background to qualify for this position:

* Minimum two years public health experience

**REPORTS TO AND EVALUATED BY:** Patient Advocacy Manager

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Employee Signature Date

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Manager Signature Date

May 2014