

Family Health Centers – Job Description

JOB TITLE: Patient Navigator

LOCATION: Omak, Tonasket, Brewster, Bridgeport & Twisp Clinics

DEPARTMENT: Nursing

Revised Date: January, 2013

FLSA STATUS: Non-Exempt/Hourly

REPORT TO: Clinic Operations Manager

PRIMARY ACCOUNTABILITY: Assist medical team with coordination of patient centered activities.

PRIMARY DUTIES AND RESPONSIBILITIES

- 1) Communicates health information to patients, support staff, and team members
 - a) Answers patient phone calls, documents and communicates processes in Electronic Health Records (EHR).
 - b) Relays appropriate information to the patient and medical team via face to face, phone, mail or documentation in EHR.
 - c) Assists medical team with patient education
 - d) Monitors and processes voice mail, EHR messaging and email in a timely manner
- 2) Coordinate and assure access to identified areas of care necessary for improved patient health.
 - a) Assists patients by scheduling appointments, generating referrals, and obtaining prior authorizations.
 - b) Assists patients with access by providing insurance enrollment information, and enrollment to the patient portal.
- 3) Maintain flow of documents into and out of EHR
 - a) Triage incoming reports or forms to appropriate recipient for review, action, abstraction or signature
- 4) Provide back up for Patient Registration, Schedulers and Interpreting services if needed.
- 5) Assist with management of EHR data by obtaining, abstracting, scanning and copying documents needed to complete the daily workflow.
- 6) Attendance
 - a) Ensures attendance and hours worked are accurately recorded in computerized timekeeping system
 - b) Properly manages paid vacation and sick leave
 - c) Responsible for regular, predictable attendance and to work hours as scheduled, which may include evenings or weekends

GENERAL DEVELOPMENT

1. Requires advanced organizational skills, in order to organize co-ordination of multiple internal and external activities for individual patients.
2. Job duties require the ability to work independently and as part of a team
3. Job responsibilities require individual development of priorities for effective performance of duties, including re-prioritization in response to changes in circumstances
4. Employees are expected to determine an effective response to situations encountered within established precedent
5. Job duties are typically performed in response to workflow or ongoing direction by the medical team.

Family Health Centers – Job Description

PROFESSIONAL & TECHNICAL KNOWLEDGE

Possesses a basic level of written and verbal communications skills, computational and computer skills and mathematical knowledge typically acquired through completion of a high school program. The position requires Spanish/English bilingual fluency.

TECHNICAL SKILLS

1. Ability to prepare basic correspondence and simple reports in Microsoft Word
2. Ability to create, send and manage email in Outlook
3. Ability to access and complete data entry in the Electronic Health Records (EHR) program
4. Ability to access web-based applications and programs of others
5. Fully functional in use of the Electronic Practice Management (EPM) program.
6. Ability to use a multi-line phone system.

COMMUNICATION SKILLS

- 1) Employee is required to effectively communicate using FHC's core values; the **Core Dimensions**
 - a) **Respect**—using manners and appropriate language; maintaining a person's dignity and confidentiality; giving credit where due; asking others for their input and feedback
 - b) **Empathy**—to show someone you understand what they are feeling without judgment; engaged listening with no distractions; acknowledgment and paraphrasing; eye contact
 - c) **Genuineness**—tone of voice and body language are congruent; showing consistent behaviors over time; integrity (follow-through and follow-up); humility (admitting when a mistake is made)
 - d) **Specificity**—what details can you give so someone knows what "excellence" looks like; models or samples; one-on-one mentoring; alternate plans
- 2) Job duties require employee to provide excellent customer service to all internal and external customers
- 3) Job duties require employee to effectively communicate complex and/or technical information to internal and external customers.
- 4) Job duties require the effective communication of information in written (including electronic) correspondence

WORK ENVIRONMENT

Work is performed in an ambulatory care setting, which may include the requirement of working at other sites.

Family Health Centers – Job Description

TYPICAL PHYSICAL DEMANDS

Physical Requirements	N/A	Rarely (1-12%)	Occasionally (13-33%)	Frequently (34-66%)	Regularly (67-100%)
Standing			x		
Walking			x		
Climbing		x			
Sitting					x
Stooping / Kneeling		x			
Lift/Carry up to 15 lbs.		x			
Lift/Carry up to 30 lbs.		x			
Lift/Carry up to 50 lbs.		x			
Push/Pull up to 25 lbs. of exertion		x			
Push/Pull up to 50 lbs. of exertion		x			
Work below waist level		x			
Work at waist to shoulder level					x
Work above shoulder level			x		
Reach further than arm's length			x		
Fingering					x
Grasping / Holding			x		
Talking					x
Hearing					x
Seeing					x
Work in confined spaces		x			
Exposed to extreme temperatures	x				
Operate tools or machinery (incl. office equip.)					x
Operate motorized vehicles/equipment	x				
Work at heights balancing	x				
Use/exposed to hazardous substances	x				

This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.

Signature below acknowledges that I have received a copy of my job description.

Employee Signature

Date

Witness Signature

Date