

# Patient Navigator

## Job Family Description - HEALTH SERVICES – Reports to: Community Outreach Director

This KCHC job family provides support to the organization's Community activities, and to be an active, valued member of the Team. Jobs in this family maintain the highest confidentiality in regards to patients records and utilizes a team based approach. To perform this job successfully, an individual must be able to perform the duties listed below satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

### **Minimum Qualifications:**

- ▶ High School Diploma . Experience and/or training in Community Services farmworker related issues; or equivalent combination of education and experience. Satisfactory professional references.
- ▶ Experience: 1-3 years of related experience preferable in a clinical setting.
- ▶ Must be self-motivated with good time management and organizational skills.
- ▶ Must have a valid North Carolina driver's license with good driving record.
- ▶ Must be bilingual

**Work Level/  
Administration**

### **Duties**

- Must attend all community events as assigned, to include Saturday and Sunday events.
- Effectively utilizes existing forms to complete patient interviews.
- Document all encounters in the EMR to include but not limited to telephone and face-to-face encounters.
- Completes all Outreach assessment forms and document in EHR in a timely manner not exceed one week.
- Maintains correct data by verifying and updating current address, phone numbers, insurance, and UDS demographic data accurately during all encounters, in person or via telephone. Correctly documents plan sets in all Outreach patient accounts in Practice Management.
- Will perform all intake process for new patients before the scheduled visit or secondarily when the patients arrive on the day of their visit.
- After receiving appropriate medical records pertaining to patients, documents are scanned in EMR prior to the patient being seen.
- For the new and existing patients, explain the benefits of the 340B, PAP, ICOR, DSS, LCTS ridership, DSS Medicaid transportation vouchers, WIC and appointment based care PCMH (Patient Centered Medical Home) versus the acute walk-in care.
- Must educate new patients fully to comply with all center requirements including the center's patient code of conducts, co-pays, registration, insurance and sliding fee documentation, medical records releases, HIPAA acknowledgement, custody, referrals and gurardinship documenetation requirements.
- Must provide migrant identifications cards as deemed appropriate.
- Follows KCHC protocols and utilizes sound judgement to appropriately respond to patient requests for medical services. When patients request to be seen PN will schedule, document and notify the patient in a time not exceeding more than one week.
- Completes home visits with migrant workers and families annually or as directed by supervisor.
- Completes initial health assessments/home visits and scheduling of appointments within one week of receiving a refreral from Lenoir County Migrant Education Program (LCEMP).
- Print providers and or lab schedules on a daily basis to contact and confirm appointments with patients.
- Contact no-show dental and medical outreach patients in a timely manner to inquire about possible barriers that KCHC may assist with.
- Verify patient information when scheduling patients requiring appointments. This includes documenting insurance status and obtaining copies of insurance cards when applicable.
- Provide transportation service to all outreach patients following the Kinston Community Health Center's guidelines and other patient's when requested by immediate supervisor.
- Completes all other duties as assigned.

# Patient Navigator cont.

Duties		
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- Act as the primary contact point, advocate, and source of information for patients and the community partners who help treat them.
- Research, find, and link patients to resources, services, and support mechanisms for their care plans and self-care management needs.
- Coordinate the patient's care by facilitating patient, family, or other caregiver access to medical home providers, staff, and resources as needed by the patient.
- Demonstrate personal responsibility and respect for patients, patients' families, and co-workers in professional appearance.
- Perform duties in a manner that is culturally and, if applicable, linguistically appropriate.
- Participate in continuing professional growth through attendance at workshops and professional in-services and through individual research and reading, to include communication skills.
- Participate in population management activities as directed by KCHC.

# Patient Navigator Specialist con't

Knowledge, Skills, & Abilities	Core Competencies
<ul style="list-style-type: none"> <li>▶ Demonstrates concern for the rights, privacy and confidentiality of patients and staff.</li> <li>▶ Demonstrates effective communication recognizing diversity among age groups, cultures, and educational levels verbally and in writing.</li> <li>▶ Prioritizes work activities to achieve maximum efficiency.</li> <li>▶ Identifies problems in a timely manner and develops alternative solutions to problems.</li> <li>▶ Understands the urgency of customer needs and responds quickly</li> <li>▶ Adapts to changes in the work environment.</li> <li>▶ Adheres to all applicable Center and department rules, policies and procedures.</li> <li>▶ Participates in continuing education, in-services, staff developments and meetings as advised.</li> <li>▶ Participates fully in KCHC Corporate Compliance Program.</li> </ul> <p><b>SUPERVISORY RESPONSIBILITIES</b></p> <p>None</p>	<ul style="list-style-type: none"> <li>▶ <b>1. Communication</b></li> <li>▶ <b>2. Judgment/Decision Making</b> <ul style="list-style-type: none"> <li>– Provides input into strategic decisions that affect planning, policies, practices, and operations for a department, or center as a whole</li> </ul> </li> <li>▶ <b>3. Accountability &amp; Self-Management</b> <ul style="list-style-type: none"> <li>– Has full responsibility for interpreting, organizing, and executing assignments in a timely manner</li> </ul> </li> <li>▶ <b>4. Supervision</b> <ul style="list-style-type: none"> <li>– Receives limited direction typically related to complex projects/situations.</li> </ul> </li> <li>▶ <b>5. Problem-Solving &amp; Analysis</b> <ul style="list-style-type: none"> <li>– Is generally expected to interpret and apply institutional policies, manage resources and initiate actions to achieve broadly defined objectives.</li> </ul> </li> </ul> <p><i>I certify that I have read the entire job description and understand the duties of this position.</i></p> <p>Employee Signature: _____ Date _____</p>

*\*\* The statements described in this job description is the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.*