



## JOB DESCRIPTION: PATIENT NAVIGATOR

**SUMMARY:** Provides coordinated care to (age-specific) patients by developing, monitoring, and evaluating interdisciplinary care.

### DUTIES AND RESPONSIBILITIES:

The following reflects management's definition of essential functions for this job but does not restrict the tasks that may be assigned. Management may assign or reassign duties and responsibilities to this job at any time due to reasonable accommodation or other reasons.

- Orients and educates patients and their families by meeting them; explaining the role of the patient navigator; initiating the care plan; providing educational information in conjunction with direct care providers related to treatments, procedures, medications, and continuing care requirements.
- Develops interdisciplinary care plan and other case management tools by participating in meetings; coordinating information and care requirements with other care providers; resolving issues that could affect smooth care progression; fostering peer support; providing education to others regarding the case management process.
- Monitors delivery of care by completing care plans; documenting care; identifying progress toward desired care outcomes; intervening to overcome deviations in the expected plan of care; reviewing the care plan with patients in conjunction with the direct care providers; interacting with patient care team to negotiate and expedite scheduling and completion of tests, procedures, and consults; reporting personnel and performance issues to the practice manager; maintaining ongoing communication with physician, mid-level or nurse regarding variances from the care plan or transfer/discharge plan.
- Evaluates outcomes of care with the interdisciplinary team by measuring intervention effectiveness with the team; implementing team recommendations.
- Complies with legal requirements by fostering adherence to the practice philosophy, goals, and standards of care; requiring adherence to governing regulations.
- Respects patients by recognizing their rights; maintaining confidentiality.
- Maintains quality service by establishing and enforcing organization standards.
- Maintains patient care database by entering new information as it becomes available; verifying findings and reports.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.

### QUALITY IMPROVEMENT ACTIVITIES

#### ***(PCMH, DSRIP, CPC+, APC, HEDIS, Value-based Programs and future programs)***

- Creates daily huddle prior to date of huddle and participates in daily face-to-face huddles after the start of the shift.
- Collaborates with team members and assist patients by reviewing and responding to all individually assigned Triage/ Documents/ To-do's daily.



## **JOB DESCRIPTION: PATIENT NAVIGATOR**

- Daily collaboration with team members and patients by reviewing and responding to all team assigned Triage/ Documents/ To-do's; including but not limited to PCMH To-do's, health home referrals, Care Co Doc, Care Co To-do and Care Co Triage tasks on MEDENT's Chart Central.
- Pre-visit planning of Hierarchical Condition Category (HCC) unstable and high-risk chronic condition patients.
- Pre-visit planning; prepare/review charts; alert providers to orders for patients or for specific follow-up needed.
- Ensures patients who are overdue or approaching due for services are alerted using portal, letters and phone. Examples: Mammogram, Cervical cancer/pap, Colorectal cancer and Immunizations.
- Referral Tracking – Following up on open referrals made within the system and/or obtaining information from specialist.
- Test-tracking – Following up on open orders (lab/imaging) made within the system and obtaining reports and reminding patients.
- Runs referral tracking reports to confirm in-network referral agreements are being used – feedback given to physicians and OM for review.
- Reviews "high risk" patient report and continue with active care management of these patients.
- Creates care plans for all patients by Identifying and addressing barriers, utilize shared decision-making tools/resources, encourage patient engagement and self-management (face to face, telephone, secure portal)
- Coordinates reviews with providers of patients care plans to assess cooperation regarding patients' needs
- Updates patient information used customized intake form
- Participates in quality improvement and utilization review activities
- Assists with the identification of strategies to improve health outcomes with an emphasis on preventive interventions.
- Participates in establishing department/organization goals, identifying priorities, and implementing and evaluating quality improvement efforts.
- Participates in patient (or person) and family advisory council (PFAC).
- Refers patients to appropriate Community Resources.

### **QUALIFICATIONS:**

- Associate's degree (A.A.) preferred or High school diploma with 1-2 years related experience.
- Completion of formal training program as nursing/medical assistant and/or comparable experience in clinical setting.
- Must possess current CPR certification.
- Knowledge of medical terminology.
- Demonstrates competence in reacting to and handling emergencies.



**JOB DESCRIPTION: PATIENT NAVIGATOR**

- Ability to work collaboratively with multiple health professionals in a busy and complex environment using tact, diplomacy, and discipline.
- Ability to understand and adhere to established policies, procedures, and protocols.
- Strong charting/documentation skills.
- Ability to effectively communicate with people at all levels and from various backgrounds.
- Commitment to excellence and high standards.
- Excellent written and oral communication skills.
- Strong organizational, problem-solving, and analytical skills.
- Ability to manage priorities and workflow.
- Versatility, flexibility, and a willingness to work within constantly changing priorities with enthusiasm.
- Demonstrates good judgement with the ability to make timely and sound decisions.
- Bilingual skills a plus.
- Ability to understand and follow written and verbal instructions.

**PHYSICAL/MENTAL REQUIREMENTS:**

While performing the duties of this job, the employee is frequently required to do the following:

- Walk and stand for prolonged periods.
- Understand and respond to a diverse population.
- Utilize visual, auditory, verbal, and olfactory processes required to assess, monitor, and care for patients.
- Lift 25- 50 pounds frequently.
- Interpret complex laws, regulations, and/or policies.
- Coordinate multiple tasks simultaneously.

**WORK ENVIRONMENT:**

- Works in a clinical setting where employee may be exposed to blood-borne and airborne pathogens or infectious materials.

.....  
**Patient Navigator**

.....  
**Ted J. Triana, D. O.**

.....  
**Signature**

.....  
**Date**

.....  
**Date**