****

**Coastal Medical Position Description**

**Company:** Coastal Medical Physicians

**Title:** Heart Failure Care Navigator

**Reports To:** Director of Population Health Management

**Supervises:** None. Required to work collaboratively with others.

**Job Summary:** The Heart Failure Care Navigator works collaboratively within the Heart Failure Program to support patient engagement, coordination of patient needs or education, and remote patient monitoring for patients within the program.

**Essential Functions of the Position (***Illustrative Examples Included***)**

* Engages with patients within the Heart Failure program to encourage patient self-management and reinforces established care plan under the direction of the clinical staff and keeping up to date with labs, PCP and specialist visits.
* Assesses patients for basic needs or barriers and refers patients with complex needs to appropriate care team member for intervention.
* Communicates with care team members including physicians, advanced practitioners, clinical pharmacists, nurse care managers and other clinical teams including Transitions of Care.
* Coordinates on-boarding, monitoring, and downloading reports of patients through remote patient monitoring devices or platforms.
* Teaches patients to use new technology for remote patient monitoring and troubleshoots patient barriers.
* Monitors a panel of patients for remote patient monitoring to transfer into the electronic medical record (EMR) and triages remote patient monitoring alerts to appropriate care team members.
* Collaborates with Coastal Medical Clinical teams to develop patient care plans and attends care conferences as indicated.
* Collaborates with internal office medical assistants and medical secretaries to reschedule appropriate appointments with their provider.
* Collaborates with external cardiology practices to obtain most recent labs/visit notes.
* Triages messages, telephone encounters, and phone calls within the Clinical Programs.
* Performs other job-related duties as assigned.

**Education and Experience**

* High School Diploma or equivalent; Associates’ Degree preferred
* Medical Assistant Certification or equivalent clinical training
* At least 1 year of experience in a healthcare setting

**Knowledge, Skills and Abilities**

* Knowledgeable about and skilled in the use of remote patient monitoring technology
* Excellent interpersonal skills and ability to work with and through others to achieve results
* Ability to provide services telephonically and through telemedicine
* Ability to participate in ongoing quality assurance and improvement processes
* Ability to communicate compassion while maintaining equanimity
* Ability to work collaboratively with a wide range of internal and external stakeholders
* Ability to work both on a team and independently, with the ability to self-direct
* Working knowledge of medical terminology and understanding of medical insurances and benefits
* Superior organization and prioritization skills
* Advanced proficiency with computer programs and other technology (i.e., Medical Record, Microsoft Word, Excel, and Web-based applications)
* Possess strong work ethic and dedication to the well-being of patients and families

**Physical Effort and Dexterity**

* Sit and stand for prolonged periods of time
* Excellent hand/eye coordination
* Lift up to 15 pounds
* Manual dexterity to operate personal computers and standard office machines and equipment as it pertains to one’s position
* Travel may be required for offsite meetings and trainings

**Visual Acuity, Hearing and Speaking**

* To transfer information from paper to computer, from computer to computer, and to communicate in person and on the telephone

*\*This position description does not list all duties of the position. The employee may be asked by his or her supervisor, manager, or director to perform other duties. The employee will be evaluated in part based on the performance of the tasks contained herein.*

**Signatures**

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Please Print)

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*January 2023*