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**Coastal Medical Position Description**

**Company:** Coastal Medical Physicians

**Title:** Hypertension Care Navigator

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

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

**Job Summary:** Supports the Population Health teams in caring for patients with chronic illnesses such as hypertension. This position plays a key role in remote patient monitoring and care navigation.

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

* Coordinates on-boarding, monitoring, and follow up of patients through remote patient monitoring devices or platforms
* Teaches patients to use new technology for remote patient monitoring and troubleshoots patient difficulties
* Manages a panel of patients by performing pre- and post-visit remote patient monitoring downloads and transfer into the electronic medical record (EMR)
* Triages remote patient monitoring alerts to appropriate care team members
* Assesses patient care coordination needs as indicated through patient interview or chart review and refer patients with complex needs to appropriate clinical care team member for intervention
* Collaborates with care teams to develop patient care plans and attends care conferences as needed
* Coordinates with clinical and quality teams throughout the year to improve hypertension related metrics across payors and to close gaps in care
* Performs outreach to patients and documents all outreach and interventions in the electronic medical record (EMR)
* Encourages patient self-management under the direction of the clinical staff and keeping up to date with labs, PCP and specialist visits, and their care plan
* Outreaches to external providers to obtain recent consult notes and coordinate follow-up appointments, as needed
* Provides resources and disease management education to patients
* Complies with federal and local confidentiality laws, including HIPAA, ensuring patient privacy
* Adheres to Coastal Medical guidelines and policies for protecting patients’ demographic, clinical and financial information
* 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
* Any combination of education and experience that is substantially equivalent is also acceptable

**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 Requirements**

* This role works in a hybrid capacity and has daily communications through virtual meetings, some time in the office is required for meetings, trainings, etc.
* Prolonged periods of sitting at a desk or standing while using a computer
* Work and move among all departments of Coastal Medical group
* Excellent hand/eye coordination
* Lift up to 15 pounds
* Manual dexterity to operate a personal computer or laptop as well as standard office machines and equipment as it pertains to one’s position
* State-wide travel and operation of personal motor vehicle
  + Must have a valid driver’s license, clear driving record, and proof of auto insurance

**Visual Acuity, Hearing, and Speaking**

* Capability to transfer information from original source to paper, computer, telephone and in person

*\*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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*December 2022*