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**Coastal Medical Position Description**

**Company:** Coastal Medical Physicians

**Title:** Clinical Care Navigator

**Reports To:** Director of Care Management

**Supervises:** N/A

**Job Summary:** Acts as a resource to assist patients in navigating the healthcare system and works closely with the care team(s) to identify patients’ needs as well as community resources that will enable the patient to obtain optimal health outcomes, transition safely, and reduce unnecessary hospital utilization

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

* Reviews and triages telephone encounters, calls, and messages from patients and escalates to the appropriate care team or clinician
* Effectively hands-off communication with appropriate disciplines involved in the care of patients, and provides information to providers
* Develops professional working relationships with health care providers and facilities, generating an open flow of information and support of home care goals
* Promotes effective working relationships with the care team, the management team and health care providers including outside organizations and providers in order to help support patients and families
* Documents all outreach and interventions in the electronic medical record (EMR)
* Facilitates and reinforces patient self-management under the direction of the PCP and encourages patients to keep up to date with labs, PCP and specialist visits, and their care plan
* Seeks guidance and resources from clinicians, when necessary, in care and treatment of patients
* Maintains understanding of medical insurance benefits and understands basic durable medical equipment (DME) needs and referrals
* Ensures documentation is collected from patient specialist visits
* Provides resources and disease management education to patients and families
* Assists patients with transportation as needed
* Attends required meetings and huddles
* 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
* Medical Assistant Certification or equivalent clinical training
* At least 1 year of experience directly related to the duties and responsibilities of the position
* Any combination of education and experience that is substantially equivalent is also acceptable

**Knowledge, Skills, and Abilities**

* Capacity to collaborate with colleagues and teammates as necessary to ensure quality work
* Ability to work both on a team and independently, with the capability to self-direct
* Ability to use technology with proficiency in electronic medical record (EMR) platforms and Microsoft Office applications such as: Outlook, Excel, and Word
* Ability to function well in a high-paced and at times stressful environment
* Ability to organize, prioritize, think critically, and problem solve
* Clear assessment, creativity, judgment, and decision-making skills
* Excellent communication skills – both verbal and written
* Ability to maintain quality, safety, and/or infection control standards
* Ability to perform standard clinical procedures according to established protocols
* Ability to maintain professionalism and provide superior customer service to all

**Physical Requirements**

* This position is a hybrid role working from both an in office and at home setting and has daily communications through virtual meetings
* 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 may be required
  + 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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*October 2022*