



JOB DESCRIPTION

TITLE: MEDICAL HOME CARE COORDINATOR - LEVEL 2

GENERAL RESPONSIBILITIES:

Medical Home Care Coordinator is responsible for facilitating care coordination services for patients in need of enhanced care coordination services. Eligible patients will be ensured that they will receive timely, high quality and efficient health care and support services through the development of a multi-disciplinary care plan, self-management goals and referrals to both internal and external resources.

SPECIFIC RESPONSIBILITIES:

- Identify and link patients with community resources to facilitate referrals and respond to social service needs
- Track and support patients when they obtain services outside the practice like Emergency Departments, Hospitals and other health care facilities
- Follow-up with patients within a few days of an emergency room visit or hospital discharge
- Under the direction of the practitioners, communicate test results and care plans to patients/families
- Provide relevant self-management support for patients with chronic illnesses as identified by clinical teams
- Work with patients both in person and over the phone to remind and review their plan of care and progress towards their goals
- Assist patients with the process of determining eligibility, obtaining and maintaining free pharmaceuticals through the Patient Assistance Program
- Working collaboratively with other team members, provide care management services for high risk patients
- Collaborate with other members of Medical Home for care coordination and care management activities including implementation of Care Plan
- Manage referrals, when needed, to appropriate agencies required to assist the client in achieving the goals and objectives identified in their Care Plan
- Be the system navigator and point of contact for patients and families, with patients and families having direct access for asking questions and raising concerns.
- Assist patients in problem solving potential issues related to the health care system, financial or social barriers (e.g., request interpreters as appropriate, transportation services or prescription assistance)

- Identify and utilize cultural and community resources.
- Establish and maintain relationships with identified service providers
- Assist with data collection and generation of patient registry reports
- Ensure timely documentation in Electronic Health Records
- Participate in Performance Improvement/Continuous Quality Improvement activities, as assigned

OTHER RESPONSIBILITIES:

- Demonstrate excellence in both internal and external customer service
- Understand and effectively communicate HIPAA compliance, corporate compliance and client confidentiality
- Ensure and/or remain in compliance with local, state, and federal regulation
- Adhere to the National Patient Safety Goals as defined by Joint Commission and adopted by Whitney M. Young Jr. Health Services
- Complete other duties as assigned

MINIMUM QUALIFICATIONS:

- Bachelor's degree in a health related field or RN with a minimum of 12 months experience in health care setting OR Associate's degree in health related field or LPN or MA with a minimum of 36 months experience in health care setting
- Strong written and verbal communication skills
- Teamwork orientation
- Able to take and follow through with delegated tasks and accountability
- Resourcefulness in problem solving
- Proven data analysis skills
- Proven organizational skills
- Beginner to intermediate proficiency in Microsoft applications: Excel, Word, Outlook, PowerPoint
- Ability to demonstrate excellent customer service and strong cultural competency
- Ability to adhere to strict confidentiality guidelines

PREFERRED QUALIFICATIONS:

- Two (2) years' experience working with patients with chronic conditions, Prenatal/Perinatal patients, Children & Families
- Prior experience with care coordination/care management in a medical setting
- Prior experience with managing competing priorities
- Medical terminology

- Bi-lingual skills
- Experienced with public speaking, group training
- Experience in Project Coordination

REPORTING/SUPERVISORY RELATIONSHIPS:

Reports to: Manager of Clinical Systems

Supervises: N/A

Classification: Non-Exempt

I have read the above job description and understand the roles and responsibilities associated with indicated position.

Approvals:

Manager / Supervisor Signature

Date

Vice President / Sr. Management Signature

Date

Human Resource Signature

Date