**Care Coordinator Sample Position Description**

**Health Advocate Job Description**

The role of the Health Advocate is to provide exceptional patient care both clinically and by creating a customer/patient service experience that is phenomenal for each and every patient visit.  The Health Advocate (AA) works as a partner in the clinic together with the physician(s), other clinical staff, front desk staff and manager to provide a welcoming, caring and healing environment for patients.  Where this position deals directly with patients and family members, the AA is responsible to ensure that patients’ needs are listened to, understood and resolved.

**S**ense people’s needs before they ask (take initiative)

**H**elp out other team members (teamwork)

**A**cknowledge people’s feelings (show empathy)

**R**espect the dignity and privacy of everyone (be courteous)

**E**xplain what’s happening (communicate)

**Standard Duties:**

* Satisfactorily completes applicable competency assessments/skills checklists.
* **Basic clerical and office duties:** Assembles necessary documents and supplies; effectively uses computer applications as needed in the office setting; schedules, coordinates and monitors appointments, inpatient/outpatient admissions, tests and treatments/procedures; maintains medical records and other information; maintains inventory of supplies, ordering and restocking as needed to ensure availability for patient care; accurately documents patient history, physical and vital information into the medical record.
* **Business and financial duties:** Under the direction of the provider, assigns procedural and diagnostic coding to encounter forms; conducts pre-authorizations, referrals, etc. in accordance with third party insurer requirements; facilitates timely billing by completing the necessary documentation.
* **Clinical functions within acceptable standards of care:** Prioritizes (triage) patient needs, identified through phone, electronic and walk-in communication, in accordance with established guidelines, standing orders, and protocols; recognizes and appropriately responds to emergency situations; prepares and maintain examination and treatment areas; performs complete intake process as specified by physical or other providers (chief complaint, history, vital signs, height, weight, OFC, care process model data, etc.); administers screening tests to patients (i.e. visual tests, audiology, spirometry, EKGs, etc.) within practice type; assists provider with examinations, procedures, treatments and interventions; provides patient education as directed (content reflects specific MA training guidelines, care process models, protocols); reports significant changes in patient condition or other pertinent patient information to the Physician; following provider instructions, demonstrates accurate, timely and efficient follow through with pharmacy refills, scheduling out-of-clinic procedures, obtaining, reporting and tracking of lab results, leaving phone messages and distributing faxes; actively participates in quality improvement initiatives (i.e. CQI, TQM, Lean, 100% participation, etc.)
* **Team Based Care:** Monitors all providers' message logs to ensure that messages are addressed or resolved within 24 hours of provider availability; mentor Medical Assistants (MA) to help solve any patient challenges; be liaison and triage resource between physician and call center to ensure that patients are able to be seen within the triage guidelines; assists the Care Manager (CM) in supporting patients during transitions of care; works closely with the Care Manager and clinical program resource to increase knowledge of Intermountain's Care Process Models for chronic conditions, skills for coaching patients, setting care goals based on family style, and motivational interviewing.
* **Electronic Health Record:** Ensures that patient medication and problem lists are kept current; ensures patient data is entered into the electronic health record (EHR).
* **Preventative Care:** Monitors PHQ9 screening - making sure these are done on all appropriate patients and that data is entered into EHR daily; enters new patient's health history and preventative care history in coded fields in EHR; reviews the provider's schedule and fill out a "blue slip" to let clinician teams know what blood work or health screening the patient is to receive; sends out reminder letters and/or phone calls to the patients that are overdue for their preventative cancer screenings. (i.e. mammography, colonoscopy, and cervical cancer screening).
* **Patient Education:** keeps patient education materials and referral forms available and up-to-date for providers and staff; provides appropriate patient education (within scope) following the information available on Intermountain's patient handouts and other approved education sources; assists patients in use of self-management tools such as glucometers, home blood pressure monitors, diet and exercise plans, and peak flow meters; follows up phone calls to patients who have received education about their medical condition.

**Minimum Requirements**

* Successful completion of an accredited Medical Assistant program or one with which Intermountain Healthcare has a valid affiliation agreement.
* Current healthcare provider BLS certification

**Preferred Qualifications**

* 3 years as a Medical Assistant in a medical home-base care model setting.
* Successful completion of a Medical Assistant internship.