

	<h2>Outreach Care Coordinator</h2>	
Reports to: Regional Vice President	Reviewed:	Revised:
FLSA Status: Non-Exempt		

**Summary:** Ensure the overall success of physician’s treatment by collaboratively working with patients, physicians, and practice teams to provide the best care possible as described in the treatment plan. The majority of the job will consist of clinical data management using the computer, outreach to patients and healthcare facilities, and direct contact with patients in the office setting by utilizing a team based model.

**Responsibilities:** include the following

- Reviews and assesses patient data, including outpatient treatments, inpatient treatments, emergency room visits, medications, medical benefits from Electronic Medical Records (EMR), chart reviews, or other information, to assist in the monitoring and facilitation of adherence to prescribed care plans
- Assists the care team in data tracking, patient outreach, and data entry for those incoming reports that are signed off by the clinicians
- Initiates a patient education plan, including patient and family instruction, according to the individualized needs of the patient as prescribed by Physician
- Collaborates with the patient as well as providers regarding opportunities for optimizing care
- Facilitates patient understanding of the physician’s treatment plan, including but not limited to, prescriptions, refills, medical supplies, referrals, authorization of services, and when to seek care
- Interviews patient and/ or family to further assess social, emotional, functional and physical health status
- Ensures the care plan is implemented to include: guidance in quality and cost alternatives for medications, DME, and supplies, referral and coordination to network specialists, and facilitated engagement with appropriate resources, such as a Case Manager, for ongoing condition management or wellness education and support
- Acknowledges patient’s rights on confidentiality issues, maintains patient confidentiality at all times, and follows all HIPAA guidelines and regulations
- Participates in Quality Improvement (QI), Quality Assurance (QA) and Continuous Quality Improvement Activities (CQI) as appropriate.
- Under the direction of the provider, executes standing orders to assure preventive, chronic, diagnostic and medication needs of the patient are met; facilitates the highest quality of care and efficient patient flow in a team based care environment.
- Other duties as assigned by management

### QUALIFICATIONS

**Education & Experience:** LPN with minimum of three to five years practical experience, preferably in a primary care outpatient setting. Past management/supervisory experience in healthcare setting strongly preferred.

**Communication Skills:** Able to effectively communicate with staff, physicians and patients. Customer services experience is preferred.

**Computer Skills:** To perform this job successfully, an individual should have knowledge of Microsoft Word and Excel software and experience working with electronic medical records.

**Certificates and Licenses:** Active LPN license with State of Tennessee License.

**Acknowledgement:**

I hereby acknowledge that I have received a copy of my job description. I understand that it is my responsibility to review Cherokee Health Systems expectations with my supervisor.

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Print Employee Name

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Signature of Employee

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Date