

CHRISTOPHER RURAL HEALTH PLANNING CORPORATION

JOB DESCRIPTION

TITLE:

Community Resource Coordinator

POSITION SUMMARY: The Community Resource Coordinator shall be responsible for the coordination of patient care including scheduling, referrals, follow-up and all other aspects of patient care. This position will facilitate access to and coordination of a variety of health services, behavioral health and community based services and supports to ensure a holistic and person centered approach to care.

POSITION STATUS:

Full-time, non-exempt status (over-time eligible)

QUALIFICATIONS/COMPETENCIES: This position requires a caring, pleasant personality with the ability to accept the values and lifestyles of the patients. One must have the ability to use a flexible approach when assisting a diverse population. In addition, the position requires the ability to work cooperatively and effectively with co-workers, supervisory staff, and outside agencies. Must be reliable and possess excellent skills in the following areas: Verbal communication, written communication, organization and record keeping, telephone etiquette, and time management.

EDUCATION REQUIRED:

A minimum of a high school diploma or its equivalent.

EXPERIENCE REQUIRED: Prior experience working in a medical environment behavioral health setting or social services related area.

Shall include, but not be limited to,

ESSENTIAL DUTIES AND RESPONSIBILITIES: the following:

Coordinate prescription deliveries from in-house pharmacy.

Enter Prescription Assistance Program (PAP) applications.

Assist with Senior Health Insurance Program (SHIP) applications.

Assist with ACA Insurance Program and Medicaid enrollment.

Enhance the communication between the patient and clinician or clinical staff by answering patient calls and linking them to the appropriate persons within the clinic or taking messages for appropriate clinic staff.

Make reminder calls to patients who have upcoming labs, immunization or preventative appointments needed.

Call and confirm the clinic's next day appointments.

PCMH (PATIENT CENTERED MEDICAL HOME) RESPONSIBILITIES:

Engage patients in participating in the creating and follow through of the medical care plan.

Verify that patients attend referral appointments with specialists or appointments for diagnostic evaluations/testing. The Community Resource Coordinator will contact referral site to obtain appointment confirmation and information.

Contact patients who have missed appointments to assist in getting them rescheduled while identifying and assisting with barriers that may be causing the patient to miss scheduled appointments. Such as, but not limited to: transportation and insurance issues.

Complete applications for Sliding fee with patients.

Request hospital records in advance for hospital follow up appointments when needed.

Assist patients and families in problem solving potential issues related to health care systems, financial or social barriers, such as but not limited to: interpretation services, prescription assistance, or insurance issues.

Participate in Patient-focused Treatment Teams.

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Assist patients with verification of insurance coverage when needed.

Refer patients to community resources as needed. These services include but are not limited to Medication Assistance Programs, All Kids, Food Pantries, Senior Services, Transportation Assistance, and Energy Assistance Programs.

Clinic Manager

REPORTING REQUIREMENTS: (Created 06/2006) (Revised 10/2012) (Revised 08/2013) (Revised 9/2016) (Revised 1/2018)

DISCLAIMER: This job description in no way states or implies that these are the only duties to be performed. The Community Resource Coordinator will be required to follow any other instructions and to perform any other related duties as assigned by the supervisor. Christopher Rural Health Planning Corporation reserves the right to update, revise or change this job description and related duties at any time.

GENERAL SIGN OFF: I acknowledge receiving a copy of my job description. I understand the duties and responsibilities of this position.

Signature: _____ Date: _____