

**Community of Hope
PATIENT ADVOCATE
Job Description**

The Patient Advocate is accountable directly to the Director of Population Health Services.

STATUS:

<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non Exempt	<input type="checkbox"/> Safety-Sensitive* <input checked="" type="checkbox"/> Non Safety-Sensitive <small>*For a definition of safety-sensitive, see the Community of Hope Employee Handbook.</small>	<input type="checkbox"/> CPR & First Aid <input type="checkbox"/> BLS Certification Required <input type="checkbox"/> NNR Certification Required
---	--	--

GOALS AND RESPONSIBILITIES:

Goals and responsibilities may include but are not limited to the following:

Goals:

<i>Works across departments and with outside entities, including insurance companies and pharmacies, to eliminate or reduce barriers to healthcare.</i>
<i>Coordinates and facilitates patient access to needed services, medications, and medical equipment, including home health care, diabetic testing supplies, and prescriptions requiring prior authorization.</i>

Patient Care Responsibilities:

Responsible for the health center’s prescription refill line, including processing requests, troubleshooting coverage issues, and notifying patients when prescriptions are ready for pick-up.
Works closely with medical providers to submit prior authorizations and discuss availability of alternative medications.
Provides timely information to patients in clinic and over the phone.
Investigates patient assistance programs, and facilitates applications and supporting documentation for submission to these programs on behalf of patients.
Supports group education programs by outreaching to patients, preparing materials, and working to ensure that group education participants have care needs met.
Works with pharmacy staff in order to stay up-to-date on forms and authorizations required for common insurance programs and shares this knowledge with COH clinical staff as needed.
Maintains a working knowledge of key community resources, including food banks and clothing pantries, and provides information to patients as needed.
Builds, maintains, and disseminates knowledge of reliable pharmacy suppliers.
Tracks coverage of particular brands of glucometers and strips based on insurance formularies. Dispenses in-clinic diabetes testing supplies.
Coordinates distribution of asthma equipment (nebulizers and chambers).
Educates patients on medical transportation benefits and service utilization, schedules patient transportation for medical appointments, and works with patients and medical providers to complete applications for MetroAccess.
Enrolls patients in online patient portal system and mobile app, support completion of satisfaction surveys, and attends community events as needed.
Provides timely and culturally competent patient advocate interventions based on needs identified in primary care appointments or ad hoc communications with patients or other members of the care team.

2/6/2019

Last revised 2/6/19

Page 1 of 2

Documents all patient interactions and billable services in eCW or other systems per policies and protocols. Patient Advocate activities must be documented at a minimum the same day they are performed.
Facilitates patient empowerment and engagement by promoting educated, independent patient choice on all aspects of care and service delivery.
Ensures completion of forms or paperwork deemed necessary by patients and other health care providers.
Coordinates with Outreach and Enrollment staff to ensure that patients receive assistance with enrolling in health insurance when needed.

Program Support Activities:

Generates and provides input on health promotion and staff training materials.
Works with the Director of Population Health Services to identify and complete a 6-9 month special project (approx. 2-4 hours/week) that aims to improve health outcomes by addressing social determinants of health or increasing the quality of primary care services. Past projects have included programmatic support to address food insecurity, weekly support for ongoing group education sessions, and long-term research related to maternal and child health.
Trains new patient advocates on key job processes under the supervision of the Director of Population Health Services.
Contributes to and works with staff to maintain a list of community and social service resources for the purpose of making resource referrals.
Maintains organized and accurate filing system for paper documents.
Uploads paper documents to patients' eCW charts, as appropriate.
Complies with all OSHA and Safety guidelines
Other duties as assigned.*

QUALIFICATIONS AND SKILLS:

Completion of a BS or BA by the time the position begins required.
Commitment to work with underserved populations and ability to work in non-profit environments.
Demonstrated ability to function effectively in a team.
Ability to work with computers, including electronic health records.
Ability to work flexible hours, including evenings and weekends, required.
Ability to work from other COH locations and travel between COH sites required.

This job description is part of a 360-degree performance evaluation system.

* The job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee and other duties may change or be assigned based on business need.

Name (printed): _____

Name (signature): _____

Date: _____