

**CENTRAL MONTANA MEDICAL CENTER  
POSITION DESCRIPTION**

<b>Position Title</b>	<b>Patient Navigator</b>	<b>Grade</b>	
<b>Department</b>	Clinic	<b>Exempt</b>	
<b>Immediate Supervisor</b>	Clinic Nurse Supervisor	<b>Non-exempt</b>	<b>X</b>
<b>Supervisor next in line</b>	Clinic Manager	<b>Workweek</b>	
<b>POSITION SUMMARY</b>			
Coordinates team-based care to provide health services to individuals, through effective partnerships with patients, their caregivers/families, community resources and their physician/care team. Facilitates a “shared goal mode” within and across settings to achieve coordinated high-quality care that is patient and family centered.			
<b>Continued employment and raises in this position are dependent upon Central Montana Medical Center's fiscal viability and:</b>			
<ul style="list-style-type: none"> <li>● Actions and communications that contribute to a team concept and create a <b>positive</b> environment for <b>all</b> customers</li> <li>● Acceptable performance of essential and all job duties</li> <li>● Acceptable attendance record</li> <li>● Accountability for safety to self, patients, visitors and all customers, and care of equipment and building</li> <li>● Adherence to departmental and facility policies and procedures, education requirements, compliance monitoring and reporting, and CMMC Code of Conduct</li> <li>● Accountability for the consequences of own actions</li> <li>● Physical and emotional ability to perform essential functions</li> <li>● Acceptable background investigation results if required for position</li> </ul>			
<b>Minimum Education, Experience, Licensure, Certification required:</b>			
<ol style="list-style-type: none"> <li>1. High school diploma or equivalent.</li> <li>2. Strong interpersonal skills.</li> <li>3. Strong organizational skills and advanced computer skills.</li> <li>4. Must be able to handle multiple duties concurrently and be able to work in a team environment.</li> <li>5. Sufficient prior healthcare experience and expertise to navigate the healthcare system and community resources.</li> <li>6. Must obtain Community Health Worker certification within first year of employment.</li> </ol>			
<b>ESSENTIAL FUNCTIONS/DUTIES:</b>			
(Must be able to perform with or without accommodation)			
1	Maintain established departmental policies and procedures, objectives, quality assurance program, safety, environmental and infection control standards.		
2	Cooperate with other personnel to achieve department objectives and maintain good employee relations, interdepartmental objectives, and infection control policies.		
3	Serve as the contact point, advocate and informational resource for patient, family, care team, payers & community resources.		
4	Initiate routine check-ins with identified high-risk patients and direct clinical questions to appropriate care team members.		
5	Assist in connecting patients to resources to overcome barriers to care, including financial assistance, transportation, housing and employment assistance.		
6	Generate mailings & coordinate other targeted patient outreach efforts.		
7	Assist with rooming patients for behavioral health providers.		
8	Gather appropriate documentation for referrals to outside providers and specialists & follow up to ensure patients are scheduled and records are sent back to referring provider.		
9	Perform pre-visit planning prior to primary care appointments for identified patients to ensure that all health needs are met.		

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10	Ensure effective tracking of patient appointments & assist in scheduling necessary follow-up.
11	Is adherent with CMMC's policy on strict patient confidentiality guidelines and meticulously adheres to them in dealings with staff, family and community.
12	Attend and actively participate in all department related training and meeting activities.
13	Other duties as assigned.

**Knowledge, Skills, Abilities:**

- Broad scope of CMMC functions and interrelationships.
- Concepts of public/employee relations.
- Proper format for business letters reports policies/procedures etc.
- Resource for pertinent information.
- Central Montana Medical Center policies/procedures.
- English composition, mathematical computations, appropriate office machine capabilities.
- Knowledge of operation with following computer hardware functions as well as knowledge in Word Processing:
  - Phone/Page System
  - Computer keyboard /Typewriter
  - Microsoft Word, Print Shop, Excel and other pertinent computer programs
  - Copy/Fax machine
  - Various printers

**Ability To:**

- Maintain confidentiality on all Central Montana Medical Center matters.
- Handle numerous projects/problems at the same time with constant interruptions.
- Deal effectively with a variety of personality types.
- Adapt to fluctuation in workload, and take responsibility for managing work hours appropriately.
- Work without supervision.
- Use tact and be sensitive to staff, public, physicians, callers, etc.
- Assume additional duties as needed.
- Communicate effectively verbally, in writing, or personally.
- Use good judgment, seek guidance when necessary, recognize, establish, respond to priorities.
- Maintain confidentiality and accuracy.

**OCCUPATIONAL EXPOSURE for this position:**

	<b>Category I</b>	Direct contact with blood or other bodily fluid to which universal precautions apply
	<b>Category II</b>	Activity performed without blood/bodily fluids exposure, but exposure may occur in emergency
<b>X</b>	<b>Category III</b>	Task/activity does not ordinarily entail predictable exposure to blood/bodily fluids

**OTHER EXPOSURE for this position:**

	<b>Radiation</b>	
	<b>Noise</b>	
	<b>Other (Specify)</b>	

**PHYSICAL DEMANDS:**

(Essential functions strength rating for position - see Job Analysis)

<b>X</b>	<b>Sedentary</b>	Exert up to 10# occasionally or negligible force frequently
	<b>Light</b>	Exert up to 20# occasionally, < 10# frequently or negligible force constantly
	<b>Medium</b>	Exert up to 50# occasionally, up to 25# or up to 10# constantly
	<b>Heavy</b>	Exert up to 100# occasionally, up to 50# frequently or up to 20# constantly

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	<b>Very Heavy</b>	Exert > 100# occasionally, > 50# frequently or > 20# constantly	
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<p><b>I HAVE READ AND UNDERSTAND THIS POSITION/JOB DESCRIPTION, AND HAVE BEEN PROVIDED THE OPPORTUNITY TO ASK QUESTIONS AND RECEIVE APPROPRIATE ANSWERS. I ALSO UNDERSTAND THAT REASSESSMENT OF ABILITIES TO MEET POSITION REQUIREMENTS MAY BE PERIODICALLY REEVALUATED.</b></p>
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Employee's Signature	Supervisor's Signature	Date
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