

LA MAESTRA COMMUNITY HEALTH CENTERS

Job Title: Case Manager

Reports To: Clinic Coordinator

Job Status: Exempt Non-Exempt

Summary

The Case Manager is responsible for providing comprehensive case management for patients. Receives referral reports from physicians and medical assistants, calls and responds to patients' needs in person or by telephone.

Responsibilities

- Responsible for assessment, case plan development and advocacy
- Interviews patients to ascertain nature of referral visit. Records information on standard forms and logs
- Communicates with physicians or medical offices to which the patient is being referred for medical care. Routes form to appropriate physician or office for action.
- Compiles referrals for records, by category, department office, and disposition
- Notifies supervisors of patterns of poor provision of service
- Maintains up to date reference materials and files
- Communicates with patients to make appointments
- Meet minimum requirement of 20 referrals per day
- Maintain effective communication and working relationships with other employees and patients
- Attend staff meetings
- Performs other duties as assigned

Patient Centered Medical Home Essential Responsibilities (*Principals*)

- Collaborate with individual patients, their personal physicians, and when appropriate the patient's family to ensure accessible, comprehensive, compassionate, and culturally competent care
- Facilitate care by registries, information technology, health information exchange and other means to assure that patients get the indicated care when and where they need and want it in a culturally and linguistically appropriate manner.
- Ensure all decisions respect patients' wants, needs, and preferences and that patients have the education and support they require to make decisions and participate in their own care.

- Continually strive to attend to each patients “whole person,” in the context of the patient’s personal and medical history and life circumstances, rather than focusing on a particular disease, organ, or system

Job Requirements

Education: High School Diploma or GED

Certification required: Medical Assistant Certificate.

Experience: 1-2 years experience in physician office or hospital setting as a medical assistant, patient services representative, or similar experience.

Verbal and Written Skills to perform the job: Bilingual (English/Spanish). Familiarity with basic word processing, spreadsheet, and database applications. Accurate keyboarding skills.

Technical knowledge and skills required to perform the job: Excellent verbal, written and interpersonal communication skills and the demonstrated ability to work with diverse individuals and groups. Demonstrate high levels of self-initiation and direction. Knowledge of communities we serve. Knowledge and experience working in medical settings and interacting collaboratively with medical teams. Skill in analyzing situations and making timely decisions.

Physical and Mental Requirements: Work involves sitting, talking, hearing, using hands to handle, feel or operate objects, tools, or controls, and reaching with hands and arms. The employee may be required to push, pull, lift, and/or carry up to 20 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Quality Management

1. Display knowledge of normal signs of human development and ability to assess and provide age appropriate care.
2. Contribute to the success of the organization by participating in quality improvement activities

Customer Relations

1. Respond promptly and with caring actions to patients and employees. Acknowledge psychosocial, spiritual and cultural beliefs and honor these beliefs.
2. Maintain professional working relationships with all levels of staff, clients and the public.
3. Be part of a team and cooperate in accomplishing department goals and objectives
4. Interacts and communicates in a manner to reflect an understanding of the patient’s age, culture, state of health, and level of comprehension

Safety

1. Maintain current knowledge of policies and procedures as they relate to safe work practices.
2. Follow all safety procedures and report unsafe conditions.
3. Use appropriate body mechanics to ensure an injury free environment.
4. Be familiar with location of nearest fire extinguisher and emergency exits.
5. Follow all infection control procedures including blood-borne pathogen protocols

HIPAA/Compliance

1. Maintain privacy of all patient, employee and volunteer information and access such information only on a need to know basis for business purposes.
2. Comply with all regulations regarding corporate integrity and security obligations. Report unethical, fraudulent or unlawful behavior or activity.

Work Environment

1. The noise level in the work environment is usually moderate
2. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

General Requirements

Pre-employment requirements include I-9 verification, physical examination, positive background and reference check results, completed employment application, new hire orientation attendance.

OSHA Compliance

1. Comply with all standards and regulations regarding OSHA training.

Employee Physical Compliance

1. Required physical to be performed annually.

Policies and Procedures Compliance

1. Responsible for following all La Maestra Family Clinic policies and procedures.

Meal Period Compliance (Non-exempt employees only.)

1. Punch out before 5 hours from the start of shift for meal periods.

Sexual Harassment Training (Management employees only.)

1. Comply with all regulations and required schedules regarding sexual harassment training.

Acknowledgement

La Maestra Community Health Centers is an Equal Opportunity Employer. We encourage applications from all individuals regardless of race, religion, color, sex, pregnancy, national origin, sexual orientation, ancestry, age, marital status, physical or mental disability or any other protected class, political affiliation or belief.

I acknowledge that I have read and understand the attached job description. My signature below certifies that I am able to perform the essential duties and responsibilities of this position. I have also discussed any accommodations that I feel I might need to allow me to perform these essential functions. I agree to abide by all administrative and medical policies and protocols of La Maestra Community Health Centers.

Employee Signature

Date

Name (please print)

Supervisor Signature

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhausted list of responsibilities, duties and skills required of personnel so classified.