



**POSITION ANNOUNCEMENT
HEALTH MODELS COORDINATOR**

Department:	Ryan White	Supervisor:	Director of RW Services
Status:	Full Time	Date:	July 2019

A. SUMMARY: Oversee the proper implantation and program fidelity of “Health Models” program. This position ensures proper adherence to policies regarding the health models program. Program duties include enrolling patients, providing treatment adherence support, risk reduction education, distributing financial incentives, and providing other supportive services for clients enrolled in Health Models.

B. PRIMARY RESPONSIBILITIES:

1. Greets patients, families, and providers in a courteous, friendly, and professional manner.
2. Effectively, comprehensively utilizes the electronic medical record (EMR) and Ryan White CAREWare entering data, documenting, tracking, and managing patient care.
3. Participates in all Health Models coordination events such as annual meeting or monthly program monitoring calls.
4. Assist in patients’ access and engagement in medical and supportive services while working to address patients’ knowledge, communication and literacy gaps, and enhance health-promoting behaviors.
5. Accurately tracks and documents payments to Health Models program participants to ensure timely data entry.
6. Assists Data Coordinator reviewing and entering Health Models data into CAREWare.
7. Works with the Ryan White clinical staff to ensure efficient patient flow.
8. Comprehensively prepares exam rooms according to clinical standards, specific procedures and provider’s need for ALL visits when participating in floor rotations.
9. Ensures providers have everything needed to provide high quality, patient-centered care.
10. Triage patients by checking vitals and documenting chief complaints/reason for visits in the EMR.
11. Administers oral, IM, SC Meds (injections) per Provider’s orders and as applicable per licensure status.
12. Facilitates office lab tests, blood draws and obtaining other specimens either directly or through coordination with Lab vendor according to Provider’s orders and as applicable.
13. Follow-ups on lab orders and ensures appropriate, accurate, timely documentation is available for clinical decision-making and follow up for Health Models program incentives.
14. Disseminates the Treatment Plan/Office Visit summary to patient at the end of each visit.
15. Follows up with specialty referrals and ensures all information is documented in the record and Provider notes any alerts.
16. Coordinates referrals with Referral Coordinators and Medical Records teams.
17. Completes and submits requests for Prior Authorizations in collaboration with Provider.
18. Works with the Patient Support Assistants/Front Desk to schedule follow-up visits for patients.
19. Works closely clinical providers, Ryan White program staff, and other support staff to assist patients in managing HIV and all chronic diseases according to treatment plans.

20. Follows clinical standards and guidelines of OSHA, CLIA, NCQA, PCMH, Meaningful use, HRSA and all payor sources.
21. Follows and actively participates in CareSouth's Quality Management Plan and adheres to standards of improvement accordingly.
22. Educates clients regarding HIV, STIs, and other disease processes.
23. Communicates with RW Care Team on No show appointments daily in order to maintain connection to care.
24. Will participate in Patient Case conferences as directed.
25. Will assist the Director of Ryan White Services as needed with CQI issues.
26. Will attend RW departmental meetings.
27. Responsible for communication and referrals to outside AIDS Service Organizations and other agencies.
28. Responsible for Rapid testing and counseling on site.
29. Assists in maintaining rosters and documentation of (HRSA) minimal required standards of care for all HIV clients.
30. Works closely assisting the RW medical providers during the routine medical appointment visit.
31. Participates in community activities, such as health fairs, department outreach, etc.
32. Perform other duties as assigned.

C. REQUIREMENTS

1. Bachelor's Degree and a minimum of three years' experience working with PLWH, or a High School Diploma/GED equivalent and at least seven years of experience working with PLWH field.
2. Active Licensed Practical Nurse (LPN) or Registered Nurse (RN) licensure strongly preferred
3. Must have a knowledge and experience using Electronic Health Records; must have strong computer skills.
4. Excellent verbal and written communication skills.
5. Must have exceptional interpersonal communication skills.
6. Must be able to effectively resolve conflicts.
7. Performs all job responsibilities in full compliance with all applicable laws, rules, regulations, policies and procedures.

APPLICATION PROCEDURE:

Please submit a completed employment application found at www.caresouth.org/jobs or the HR office, resume, and credentials via email to jobs@caresouth.org or deliver to the HR office. CareSouth is an EOE.

CLOSING: Until filled.