



POSITION ANNOUNCEMENT

STI /RYAN WHITE PATIENT NAVIGATOR CERTIFIED MEDICAL ASSISTANT

Department:	Ryan White	Supervisor:	STI Program Coordinator
Status:	Full Time	Date:	September 2020

A. SUMMARY: Ensures timely access to and coordination of medical and psychosocial services for all clients including persons living with HIV or at risk for HIV. Assists healthcare team with delivery of high quality, patient-centered care; actively works to create and maintain a professional, positive patient experience. This position is responsible for navigation of clients in need of STI services.

B. PRIMARY RESPONSIBILITIES:

1. Knowledge and understanding of Employee Handbook.
2. Carry out the meaning of the CSMD Mission and Vision statements.
3. Practice a culture of safety to reduce or prevent risk of injury, claims, loss or liability by utilizing the Risk Management and Infection Control Plan.
4. Perform responsibilities with a high-quality standard to yield improved compliance, quality, and patient outcome measures by adhering to the Quality Improvement Plan.
5. Be present and ready for work as scheduled.
6. Attend in-service trainings, departmental meetings and community events.
7. Work cohesively with team members.
8. Greets patients, families, and providers in a courteous, friendly, and professional manner.
9. Effectively, comprehensively utilizes the electronic medical record (EMR), CAREware, and STI Tracking Tools by entering data, documenting, tracking, and managing patient care promptly and accurately.
10. 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.
11. Works with the STI Program Coordinator to ensure efficient patient flow and coordinate related activities to ensure the delivery of quality care.
12. Works with the STI Program Coordinator to maintain and coordinate activities for special projects and activities.
13. Comprehensively prepares exam rooms according to clinical standards, specific procedures, and provider's needs for all visits.
14. Ensures providers have everything needed to provide high quality, patient-centered care.
15. Triage patients by checking vitals and documenting chief complaints/reason for visits in the EMR.
16. Administers oral, IM, SC Meds (injections) per Provider's orders and as applicable.
17. 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.
18. Follow-ups on lab orders and ensures appropriate, accurate, timely documentation is available for clinical decision-making.
19. Disseminates the Treatment Plan/Office Visit summary to patient at the end of each visit.
20. Follows up with specialty referrals and ensures all information is documented in the record and Provider notes any alerts.

21. Coordinates referrals with Referral Coordinators and Medical Records teams.
22. Completes and submits requests for Prior Authorizations in collaboration with Provider.
23. Works with the Patient Support Assistants/Front Desk to schedule follow-up visits for patients.
24. Works closely with STI Coordinator and Providers to assist patients in managing HIV and all chronic diseases according to Treatment Plans.
25. Monitors patient tracking tools to ensure clients with positive STI screening are linked to treatment.
26. Performs duties according to Certification as Medical Assistant.
27. Follows clinical standards and guidelines of OSHA, CLIA, NCQA, PCMH, Meaningful use, HRSA and all payor sources.
28. Follows and actively participates in CareSouth's Quality Management Plan and adheres to standards of improvement accordingly.
29. Educates clients regarding HIV, STIs, and other disease processes.
30. Communicates with Ryan White (RW) Care Team on no-show appointments daily in order to maintain connection to care.
31. Will participate in Patient Case conferences as directed.
32. Will assist in CQI efforts with the STI Program Coordinator and Ryan White Clinical Director as needed.
33. Will attend RW departmental meetings.
34. Responsible for communication and referrals to outside HIV/AIDS service organizations.
35. Assists in maintaining rosters and documentation of minimal required standards of care for all HIV clients per HRSA-HAB Guidelines.
36. Works closely assisting the RW medical providers during the routine medical appointment visit.
37. Participates in community activities, such as health fairs, department outreach, etc.
38. Performs other duties as assigned.

C. REQUIREMENTS

1. Certified Medical Assistant or Associates degree in health care, accounting or related field.
2. Must have a knowledge and experience using Electronic Medical Records; must have strong computer skills.
3. Excellent verbal and written communication skills.
4. Must have exceptional interpersonal communication skills.
5. Must be able to effectively resolve conflicts.
6. Performs all job responsibilities in full compliance with all applicable laws, rules, regulations, policies and procedures.

D. SUPERVISES

N/A

E. PHYSICAL REQUIREMENTS

1. Visual acuity - always
2. Hand – eye coordination - always
3. Lifting approximately 10-15 lbs., Pushing, Pulling - sometimes
4. Stooping, Bending, and Standing - sometimes
5. Walking- frequent; short distances

F. WORK ENVIRONMENT

1. Indoor, environmentally controlled
2. Exposure to disease or infections
3. No vibrations
4. Exposure to artificial and/or natural light
5. Exposure to outdoor weather elements

APPLICATION PROCEDURE:

Please apply online at caresouth.org.

CareSouth is an EOE.

CLOSING: October 2, 2020 or until filled.