



Cow Creek Government Office

Position Description

Position Title: Patient Navigator

Department: CCH&WC

Reports To: Clinic Director

FLSA Designation: non-exempt

Date Written/Revised: 07/27/2018

Pay Grade: 7

POSITION PURPOSE:

The Patient Navigator will provide the necessary on-hours (those times during normal clinic hours that the part-time providers are actually present physically or virtually) support to have patients available and ready for examination. They will also be a liaison for the patient and the provider during off-hours (those times during normal clinic hours that the part-time providers are not actually present physically or virtually). This position is also responsible for providing high quality, compassionate, and culturally sensitive care within their scope of practice as part of nursing team in outpatient primary care facility.

ESSENTIAL FUNCTIONS:

- Telemedicine and Pediatric patient engagement.
- Obtain preliminary health information and physical assessment during a patient's visit including vital signs, chief complaints, and health maintenance needs.
- Function under established procedures and medical protocols for laboratory tests and diagnostic procedures (e.g. EKG, Spirometry, Audiometry, Visual Acuity, Updraft Treatments, Tympanometry, Pulse Oximetry, and Peak Flow Measurements).
- Administers medications and assists Nurses/Providers in therapeutic procedures (e.g. casting, suturing, wound debridement, dressing changes, etc.) within scope of practice.
- Perform phlebotomy, specimen processing, and laboratory tests within clinic standards and under the guidance of the laboratory manager.
- Utilize and maintain laboratory equipment with adherence to all laboratory safety standards.
- Document in patient medical record & EHR all observations, assessments, nursing interventions, and therapeutic measures taken. Use EHR to review and process all laboratory orders.
- Coordinate follow-up patient care with ancillary services by scheduling appointments and referrals. Provides education to patients and families regarding the management of medications, treatments, home care or discharge instructions, etc.
- Assist in maintaining adequate clinic supplies & equipment as well as upkeep of clinic area by maintaining a safe environment for patient & staff. Monitor equipment for repair or damage & report deficiency to the Clinic Director.
- Provides and/ or assists in the provision of emergency care. Implement first aid in an emergency according to emergency preparedness policies.

- Must demonstrate proven effective interpersonal communication skills.
- Adhere to all tribal policies outlined in the Employee Personnel Manual. Protect patient medical information within the guidelines of HIPAA policies & procedures.

QUALIFICATIONS:

- Must have National certification as a Medical Assistant and keep current through continuing education and recertification requirements (e.g. CPR, Fire Safety, Lab Safety, etc.).
- Possess a minimum of two (2) years' experience in an ambulatory care outpatient clinic.
- High School Diploma or GED required.
- Must demonstrate proficient communication skills and be able to work in collaboration with other health care professionals to maintain the delivery of high quality patient care.
- Able to work independently with excellent attention to detail and quality improvement.
- Must demonstrate a working knowledge of computer applications & Electronic Health Records.