

Patient Navigator

POSITION SUMMARY

Patient Navigators are healthcare extenders who participate in community outreach to increase patient engagement in healthcare. Once patients are engaged, Patient Navigators help guide them through the complex healthcare system, assisting them to overcome obstacles faced in accessing or receiving healthcare services.

ESSENTIAL FUNCTIONS

Patient Navigators have several different responsibilities when it comes to providing patients with access to quality care. Ensuring that patients feel comfortable and guided in an efficient way is a top priority for navigators. The Navigator's aim is to make patient journeys as simple and barrier-free as possible.

Navigator activities may include

- Participating in outreach activities that facilitate patient engagement with healthcare services.
- Working closely with other community human service providers who also work with our clients.
- Speaking publicly at health-related events about our services.
- Coordinating appointments with external providers and health care facilities to ensure timely delivery of diagnostic and treatment services
- Arranging language translation or interpretation services when needed
- Facilitating financial support, Patient Assistance Programs, and helping with paperwork
- Assisting patients with obtaining medical insurance
- Coordinating assistance for transportation and/or child/elder care
- Providing additional patient health education through printed material or referral to appropriate online or community educational resources
- Identifying, cataloguing and updating a list of available community social services and resources and directing patients to those resources or services as appropriate
- Maintaining communication with patients, survivors, families, and the health care providers to monitor patient satisfaction with the care experience
- Acting as patient advocate when barriers are encountered
- Teaching and promoting patient self-navigation skills
- Documenting the activities and outcomes of outreach and assistance efforts in the patient record

Characteristics and Qualifications

- Professional initiative
- Empathy, compassion and understanding of cultural and socioeconomic barriers
- Non-judgmental, even inclusive approaches to patients regardless of patients' characteristics
- Good communication and relationship-building skills
- Creative problem-solving ability
- Strong organizational skills
- Commitment to protection of confidentiality and patient privacy

- Computer competence.

POSITION REQUIREMENTS

Education and/or Experience

- MSW or MPH or equivalent.
- 2 years direct practice experience, preferably in a healthcare setting.

About the organization

- We are an FQHC and are tasked with providing a quality health care experience for all members of the community.
- We offer benefits including: 401(k) employer contributions; Life, Medical, Dental and Vision Insurance; Short and Long-Term Disability Insurance; paid holidays; and earned Paid Time Off.
- Visit our website at www.nohn-pa.org
- ***Send cover letter and resume to resumes@nohn-pa.org***