

LA PINE COMMUNITY HEALTH CENTER

Position: Outreach Worker

Supervisor: Outreach Supervisor

Effective Date: August 28, 2015

Position Summary

To provide assistance to the organization's patients at out satellite locations by finding services that the patient needs to take care of their non-medical social and financial needs. This will include working with community partners and local and state organizations. Patient confidentiality and knowledge of HIPPA rules is a priority. This position requires a self-starter that needs very little input to accomplish their work in providing services for our patients.

Duties and Responsibilities

- Assist patients with the Oregon Healthcare (Medicaid) application. Track and follow-up through completion.
- Assist patients to find transportation options to receive services.
- Learn and become familiar with what community partners are available for our patients (food, basic needs, transportation, and insurance).
- Assists patients with resolution of issues—navigating governmental departments, etc.
- Assists medical staff in researching options for the patients (other than medical referrals and medications).
- Assists with event coordinating and fundraising.
- Assist with bringing new resources to the community.
- Assists with advertising promotions.
- Will provide outreach services in Deschutes, Klamath, and Lake Counties.
- Performs other duties as assigned.

Minimum Qualifications

- Knowledge of HIPPA privacy rules and regulations.
- Ability to establish and maintain effective working relationships with staff, patients, and the public.
- Excellent oral and written communication skills.
- Must be computer literate with knowledge of Microsoft Office (Word, Excel, Outlook)
- Ability to manage multiple tasks.
- Enthusiasm for working as a member of a team in a rapidly changing environment.
- Ability to work effectively and harmoniously with co-workers.
- Excellent organizational skills.
- Some travel required. Must have current Oregon Driver's License and automobile insurance.
- Experience in a non-profit health care setting preferred.
- Bachelor's Degree from an accredited institution of higher education, preferred.

Additional Requirements

- Submit to and pass a drug test
- Successfully complete a criminal background check

- Reliable automobile, current Oregon driver's license and proof of appropriate auto insurance

Outreach Worker will be assigned to provide services at one or more Health Center Facilities at Health Center's sole discretion. Outreach Worker shall be present at Health Center's Facilities as scheduled; subject to Health Center's Policies and Procedures regarding sick leave and other permitted leave and any leave rights under applicable law. In addition, from time to time, Health Center may, in Health Center's discretion, ask or require the Outreach Worker to provide services at one or more of Health Center's other Health Center Facilities or other location(s).

Physical Demands Required to Fulfill Essential Functions of this Position

Employee must be able to sit or stand for long periods of time. Employee must be able to focus on tasks while in an active office environment where conversation and noise is prevalent. Employee must be able to operate a keyboard, write, speak, and hear. Employee must be able to read small print both on paper and on a computer screen for long periods of time. Ability to occasionally lift up to 20 pounds.

Working Conditions

There may be exposure to airborne and blood-borne pathogens, and hazardous materials. This position is eligible to be a telecommute position. Must be able to travel distances using employees own vehicle.

Equal Employment Opportunity Statement

La Pine Community Health Center provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. La Pine Community Health Center complies with applicable state and local laws governing non-discrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfers, and leaves of absence, compensation, and training.

Receipt for Position Description

I, _____ acknowledge I have read this job description and fully understand the requirements and expectations set forth therein. Furthermore, I have received a copy of this Job Description and I am able to complete all job responsibilities with or without reasonable accommodation.

Signature

La Pine Community Health Center

Position: Referrals/Patient Assistance Specialist

Supervisor: Medical Support Manager

Effective Date: April 10, 2015

Position Summary:

The Referrals/Patient Assistance Specialist is responsible for processing and tracking all referrals and authorizations requested by the provider staff. They assist patients with coordination of pharmacy patient assistance programs. The Referrals/Patient Assistance Specialist functions in accordance with established policies and procedures of La Pine Community Health Center within their scope of practice. The Referrals/Patient Assistance Specialist participates in the Quality Improvement and Safety Committees. This position reports to the Medical Provider, Medical Director and the Medical Support Manager.

Duties and Responsibilities

- Verifies all pertinent demographic and clinical information required to make the requested referral.
- Contacts and works with insurance companies to obtain authorization for referral services at other locations.
- Contacts and works with specialists' offices and patients to ensure appointments are appropriately arranged.
- Maintains positive working relationships with insurance companies and specialists' offices.
- Works with patients in a courteous and professional manner.
- Makes appropriate entries into medical records documenting actions taken.
- Maintains referral, authorization, and patient assistance logs.
- Assists patients with filling out various applications and paperwork.
- Keeps up on changes in the referral and pre-authorization systems for various payors.
- Maintains strict patient confidentiality.
- Assists with filing, copying, faxing and other clerical duties when time is available and at direction of supervisor.
- Complies with OSHA regulations as well as all clinic safety standards.
- Participates in staff meetings, training sessions, and other meetings as directed.
- Performs other duties as assigned.

Minimum Qualifications

- Possess excellent communication skills in person, on the phone, and in written communications
- Ability to learn quickly and be flexible in a rapidly growing and changing work environment
- Strong attention to detail
- Fosters and develops a collaborative team environment
- Exceptional customer service skills
- Good organizational skills with the ability to handle numerous details at once
- Capable of working independently and exercising good judgment in a variety of situations
- The ability to maintain confidentiality in business, personal and medical information
- Excellent listening skills
- Willingness to take initiative

Preferred Qualifications

- Intermediate level computer skills and ability to use Microsoft Windows, Explorer, Word and Excel

Physical Demands

- Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to discern verbal instructions and communicate effectively on the telephone and in person
- Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to assess the patients, comprehend written medical charts, medical information, work instructions, and to review, evaluate and prepare a variety of written documents and materials.
- Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to assess patients, use medical equipment, operate computer equipment and other office equipment.
- Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work in a medical and office environment
- Sufficient personal and physical capabilities, with or without reasonable accommodation, which permits the employee to make presentations to large and small groups
- Must be able to occasionally lift up to 30 pounds

Additional Requirements

- Submit to and pass a drug test
- Successfully complete a criminal background check

Working Conditions:

There may be exposure to airborne and blood-borne pathogens, and hazardous materials. This position is not eligible to be a telecommute position.

Equal Employment Opportunity Statement

La Pine Community Health Center (LCHC) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. LCHC complies with applicable state and local laws governing non-discrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfers, leave of absence, compensation, and training.

Receipt for Position Description:

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Date