



JOB DESCRIPTION

Position:	Case Manager
Department:	Quality Management
Reports to:	Director of Quality
FLSA Status:	Non-Exempt
Grade:	5

GENERAL PURPOSE:

Under the supervision of the Director of Quality, this position is responsible for providing coordinated care for patients. Implements and supervises the implementation of developing, monitoring, evaluating interdisciplinary care.

MAIN RESPONSIBILITIES AND DUTIES:

- 1) Maintaining patient confidentiality and quality of care
- 2) Contacts patient to schedule preventative screenings, appointments, and schedules transportation if needed
- 3) Assists the care team with developing and accessing health interventions
- 4) Check-in on the patient regularly, evaluate, and document their progress as required by policies and procedures
- 5) Consults with patient and family members to discuss their health problems
- 6) Educates patient about their condition, medication, and give them specific instructions
- 7) Develops a care plan to address their personal health care needs
- 8) Utilizes strong organizational skills necessary to systematize care for several patients at once, while coordinating with diverse healthcare workers who hold varied schedules
- 9) Ensures highly developed verbal and written communication skills to expedite and facilitate patient understanding of health needs while maintaining a high level of respect and confidentiality for the patient
- 10) Consults and collaborate with other health care providers and specialists to set up patient appointments and treatment plans
- 11) Communicates with others throughout the organization and community to encourage coordination in patient care
- 12) Collects data through patient tracking in order to facilitate patient outcome data collection and analysis
- 13) Ability to work in a fast paced, patient service-oriented environment
- 14) Maintains professional growth by attending trainings, staff meetings, and required in-services as necessary

- 15) Treats patient with empathy and respect and conduct oneself in a professional manner.
- 16) Complies with organizational guidelines and health care laws and regulations
- 17) Other duties as assigned by supervisor

QUALITIES & CHARACTERISTICS

- 1) Maintains a professional relationship and positive attitude with co-workers, the public, patients and all Ampla Health's staff, Board of Directors and vendors
- 2) Maintains the highest professional ethics and is honest in dealing with people; is a model for all employees through his/her actions
- 3) Strives to learn more and is receptive to learning different ways of doing things
- 4) Displays enthusiasm toward the work and the mission of Ampla Health

PROFESSIONAL KNOWLEDGE, SKILLS & ABILITIES:

- 1) High School Diploma required
- 2) Completion of a Medical Assistant Training Program required
- 3) Ability to problem-solve utilizing the team approach; Conflict resolution skills
- 4) Possesses outstanding interpersonal skills, including excellent written and verbal skills
- 5) Ability to deal with people in person and in telephone contacts in a professional manner
- 6) Demonstrates ability to promote quality improvement through development and maintenance of standards
- 7) Sensitive to the needs of the cultures represented in the corporation's patient population
- 8) Demonstrate clear knowledge of Ampla Health's clinic structure, standards, procedures and protocols

COMMUNICATIONS SKILLS:

- 1) Must have neat and legible handwriting
- 2) Must be able to interact with patients courteously and calmly
- 3) Ability to communicate well with the public

WORKING CONDITIONS & PHYSICAL REQUIREMENTS:

Works with patients in a generally comfortable environment office. Employees must possess the following physical requirements:

- 1) Must be in good health and able to lift up to 40 lbs.
- 2) Must be able to hear staff on the telephone and those who are served in person, and speak clearly in order to communicate information to clients and staff
- 3) Ability to operate standard office equipment such as a computer, telephone, fax machine, copier, etc.
- 4) Must be able to reach above the shoulder level to work, bend, squat and sit,

stand, stoop, crouch, reach, kneel, twist and turning

EMPLOYEE NAME(PRINT)

EMPLOYEE SIGNATURE

DATE