

Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612



Job Code: 6439
Grade: 13
FLSA: Non-Exempt

Standard Job Description

Job Title
Patient Care Navigator I

Department
Integrated Care

Job Summary

Based on area of assignment, arranged patient appointments in a timely, professional fashion. The Navigator I links patients to appropriate clinical services based on CCHHS policy and procedure, patient history and insurance coverage.

Typical Duties

- Refers callers to health centers according to area of responsibility.
- Meets established department standards for number of calls serviced and quality audit score; remains available for calls throughout the day; maintains a professional friendly demeanor at all times especially during stressful encounters with challenging patients.
- Messages staff using Cerner message function in accordance with Cook County Health & Hospitals System (CCHHS) policies and procedures.
- Keeps abreast of changes in clinics that impact ability to schedule as well as changes in CCHHS services e.g. flu shots, changes to physician availability.
- Performs other duties as assigned.

Reporting Relationships

Reports to the Patient Support Center Manager

Minimum Qualifications

- High School Diploma or GED
- Three (3) years of work experience in a medical office or ambulatory care environment scheduling patients utilizing Cerner or other electronic medical record or scheduling software

Preferred Qualifications

- Previous call center experience in a multi-clinic ambulatory care center
- Bilingual English/Spanish or English/Polish

Knowledge, Skills, Abilities and Other Characteristics

- Strong oral, written communication and listening skills
- Interpersonal skills necessary to work with a diverse patient population and health care personnel including, physicians, nurses, social workers and support staff
- Demonstrated ability to retain a professional, friendly and customer focused demeanor in a high volume, stressful environment especially when dealing with challenging patients
- Ability to follow CCHHS policies and procedures
- Ability to effectively work independently and as part of a team
- Demonstrated excellence in customer service
- Strong initiative

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval:

John Prendergast
Director of Operations, Patient Support Center

Date

Approval:

Gladys Lopez
Chief of Human Resources

Date