



**Job Code:** 9373

**Grade:** 17

**HCWR:** N

**Job Title**

Heart Institute Patient Liaison

**Department**

Cardiology

This position is exempt from Career Service under the CCH Personnel Rules.

**Job Summary**

The Heart Institute Patient Liaison serves as an advocate for Cook County Health (CCH) cardiac patients. This position serves as a single point of contact for referring physicians, patients, and caregivers to provide resources and assistance with accessing clinical and supportive care services offered within CCH and in the community. Facilitates patient appointments, including those made with labs, diagnostic areas, and specialty physicians.

**Typical Duties**

- Serves as an essential link between patients and all other care providers. Coordinating inpatient and outpatient referrals to the clinics, diagnostic services and procedures for the Heart Institute.
- Participates in and addresses care coordination needs during inpatient and outpatient multidisciplinary rounds.
- Facilitates and coordinates outbound outpatient and inpatient transfers and ensures complete and timely transfer of clinical information, diagnostic imaging, and operative reports.
- Ensures complete and timely transfer documentation of clinical information, diagnostic imaging, and operative reports for patients referred or transferred to the care of the Heart Institute providers.
- Completes comprehensive assessments of the barriers to quality cardiac care that contributes to disparities and identifies information, resources and emotional support needs of newly diagnosed and medically underserved patients, survivors, and caregivers.
- Assists patients in accessing care and navigating healthcare systems, including verifying insurance, benefits, and prior authorization processing.
- Assists with practical problem-solving related to concrete cardiac needs such as housing, transportation, financial needs, application support, etc.
- Establishes and maintains relationships with key staff in CCH and other health systems to build patient referral mechanisms and promote patient navigation services.
- Facilitates timely appointments for consults, diagnostics, procedures, and support services within accepted practice standards.
- Assists patients in referrals, follow-ups, and completing applications for services.
- Follows patients throughout the care continuum, including inpatient admissions, and collaborates with inpatient care management resources.
- Provides support to the care team on a regular basis to ensure continuum of care is achieved.
- Implements a follow-up plan for each constituent to ensure that services have met their needs.



**Typical Duties**

- Ensures patient care plan is documented and executed as intended.
- Ensures documentation is accurate and aligned with standard operating procedures.
- Practices a high level of integrity and honesty in maintaining confidentiality.
- Delivers quarterly report card to hospital committees and other groups which demonstrates outcomes and performance improvement activities.
- Coordinates outreach efforts to establish and maintain positive working relationships with staff.
- Attends and/or participates in meetings as needed and when necessary.
- Performs other duties and projects as assigned.

**Minimum Qualifications**

- Bachelor's degree from an accredited college or university with one (1) year of experience with patient navigation in a clinical setting, including scheduling appointments, connecting patients to community resources and/or taking patients through various steps of disease treatment OR
- Certified/Registered Medical Assistant with three (3) years of experience in patient navigation, including scheduling appointments, connecting patients to community resources and/or taking patients through various steps of disease treatment
- OR
- High School diploma or GED with five (5) years of experience in patient navigation, including scheduling appointments, connecting patients to community resources and/or taking patients through various steps of disease treatment
- Basic knowledge of and experience using medical terminology

**Preferred Qualifications**

- One (1) year of experience working with cardiac patients and programs
- Basic knowledge medical terminology
- Prior experience working with a culturally diverse population

**Knowledge, Skills, Abilities and Other Characteristics**

- Knowledge of cardiac care, healthcare systems, cardiac treatment, supportive care options and how to access care and services
- Knowledge of Microsoft Office
- Strong problem solving, decision making and critical thinking skills
- Excellent organizational, written, verbal communication and interpersonal skills
- Comfortable with shared accountability for goals with other leaders in health care system
- Comfortable with diversity of individual specialty practice needs, while creating commonality of culture and process
- Ability to work in a self-directed environment, with an ability to work with and lead teams
- Ability to implement professional and community-based education programs.
- Ability to demonstrate empathy, integrity, honesty, and compassion in difficult conversations.
- Ability to demonstrate active listening, interpersonal and communication skills that results in



**Knowledge, Skills, Abilities and Other Characteristics**

the effective exchange of information with solutions-oriented interactions.

- Ability to establish a close relationship with patients to ensure quality, comprehensive care.
- Ability to bring disparate groups, goals and objectives together under one operating "umbrella"

**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.**