Patient Health Navigator
Gardner Downtown Resource Center

As a member of the Downtown Resource Center and a Complex Care Management team the Patient Health Navigator will work directing support to Gardner Family Health Network’s (GFHN) highest risk patients who are experiencing one or more chronic disease conditions, in addition to ongoing medical and social barriers. The Patient Health Navigator will be part of a multi-disciplinary team comprised of primary care providers, RN Complex Care Manager, Care Coordination Social Worker, Promotoras de Salud, and Health Educator. In collaboration with this team, the Patient Health Navigator will provide a variety of support to patients and will also support care coordination and care management services to GFHN patients who reside within the Downtown San Jose Service Area.

Primary Responsibilities:

- Performs comprehensive patient assessments and with patient input, develops care plans that integrate medical, psycho-social, and financial issues that impact the health and well-being of patients and their families.
- In collaboration with the primary care physician, the RN Complex Care Manager and care team, monitors patient response to the individualized care plan and makes adaptations as needed.
- Establishes close working relationships with clients with the goal of creating partnerships that will help the client work toward complying with their care plans and ultimately become more proactive in their managing their own health.
- Promotes whole-person care by supporting patients in managing their individual physical health issues and providing health education in one-to-one and/or group settings.
- Works closely with physicians and behavioral health therapists to support the clients coordinated care and will support counseling staff in implementing treatment plan.
- Utilizes behavioral strategies to help patients adopt healthier behaviors and improve self-care in chronic disease management. Promote self-management goals.
- In collaboration with other staff, assists patients in navigating the health care system, follows-up on test results and other care coordination needs.
- Performs ongoing evaluation and documentation of patient progress/ risk status in EHR; regular communication with care team.

Specific Functions:

- Coordinating appointments with providers and RN Complex Care Manager to assure timely diagnostic and treatment care.
- Establishing and improving communication with patients, families, and referral providers, using warm handoffs and non-technical explanations.
- Using checklists and reminders to assure that patients bring appropriate information (i.e. lab reports) and make appropriate preparations (i.e. fasting) for their referral appointments.
- Providing non-clinical translation and interpretation during a referral service.
- Working with the Resource Center staff to address social determinants of health to provide limited case management assistance for financial support, transportation, and access to other services within the community.
- Be familiar with services and clinics to which the Gardner Downtown Resource Center commonly refer.
- Be aware of the needs of patients with serious health problems and limited resources.
• Has limited access to Nexgen for purposes of executing job functions listed above.

Qualifications:
• Medical Assistant Certificate and/or Patient Navigator Certificate preferred.
• Two-years of equivalent work or life experience with low income populations with multiple needs, chronic diseases, or other health conditions.
• Bilingual English/Spanish preferred.
• Ability to work with a diverse ethnic and multi-cultural population.
• Computer skills including proficiency in medical practice management systems, internet use, and Microsoft office applications.
• Strong communication and conflict resolution skills.
• Excellent written and verbal communication skills.
• Ability to set and meet deadlines.
• Creative and flexible team player with a sense of humor. Must be comfortable in a fast-paced environment.
• Ability to take instruction yet work independently and take initiative.
• Demonstrates effective problem solving skills and uses proper communication channels until the problem is solved.
• Demonstrated working knowledge of OSHA and HIPAA guidelines.
• In performing the functions of this position, incumbent is required to have manual dexterity, sitting, standing, stooping, reaching, kneeling, bending, talking, walking and hearing and be able to lift 25lbs.