



## **JOB DESCRIPTION**

<b>POSITION:</b>	Case Manager
<b>DEPARTMENT:</b>	Medical – Pediatrics
<b>REPORTS TO:</b>	Pediatrician
<b>COORDINATES WITH:</b>	Medical; Nursing and all other Bond staff as needed
<b>CLASSIFICATION:</b>	Non-Exempt

### **POSITION SUMMARY:**

Under the supervision of the Department Supervisor, the Case Manager will be responsible for performing risk assessments, patient education, tracking and recall of the patient, facilitating continuity of care throughout the treatment consistent with the policies of the Center and appropriate regulations of the State of Florida. As a member of an interdisciplinary team, the Case Manager will work to facilitate patient flow and ensure an accurate and complete medical record for each patient.

### **ESSENTIAL DUTIES:**

- Accompany physician into the patient examination room in order to transcribe a history and physical exam, and document accurately the physician's encounter with the patient and others present.
- List all proper diagnoses and symptoms as well as follow up instructions and prescriptions as dictated by the physician.
- Transcribe patient orders including laboratory tests, radiology tests, medications, etc.
- Document any procedures performed by the physician.

### **OTHER DUTIES:**

- **Plan of Care/Intervention:** The Case Manager will contact all parties involved in the patient's plan of care for continual progress reports, this may include coordinating services with existing partners and new partners in the referral system. Also interacts with and assures coordination of care by working with the provider and other medical professionals and with other Bond team members to ensure the patient is linked to all comprehensive services and community resources thereby assuring patient continuum of care.
- **Documentation:** Assures completion of clinical documentation, Logs and tracking forms will be kept up to date on all referrals for case management; data collection; document plan of care in the progress note or on the case management assessment form and updated as needed; track patient data as required for chronic care collaborative and other reporting mandates deemed necessary for maintaining compliance, regulatory and CQI standards.

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- **Outreach Activities:** Directs or attends community meetings at the request department supervisor to assist in patient retention.
- Maintain professional appearance and conduct at all times.
- Adhere to employer work practices.
- Establish and maintain effective working relationships with physicians, staff and managements.
- Effectively cope with typical job stress.
- Document work processes as required.
- Perform other duties as assigned.

**EDUCATION/QUALIFICATIONS:**

- Associate degree or equivalent experience
- Certification/Licensure: Not required.
- 6 months related experience and/or training, or equivalent combination of education and experience.
- Knowledgeable of medical terminology.
- Recognition of physical exam process and ability to record exam details.
- Computer proficiency and ability to quickly learn new applications.
- Organizational skills with focus on tracking patient care and improving patient flow.
- Professional demeanor and recognition of privacy considerations for patients and families.

**JOB KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to multi-task efficiently and effectively.
- Must be able to act calmly and effectively in a busy or stressful situation.
- Ability to communicate effectively in the English language in person, by phone and in writing.
- Requires adherence to all policies and procedures, including but not limited to standards for safety, attendance, punctuality and personal appearance.
- Must be able to establish and maintain effective working relationships with managers and peers.
- Able to read, write, and speak the English language, bilingual in Spanish preferred
- Ability to multi-task efficiently and effectively.
- Able to give clear verbal and written instructions
- Must be able to act calmly and effectively in a busy or stressful situation.
- Knowledgeable in the use of computers; good typing skills.

**PHYSICAL DEMANDSIWORKING CONDITIONS:**

- Able to move intermittently throughout the workday.
- Able to sit and stand for long periods of time.
- Possesses sight/hearing senses, or uses prosthetics that will enable these senses to function adequately so that the requirements of this position can be fully met.

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- Possesses flexibility, personal integrity and the ability to work effectively with other staff members.
- Able to operate business machines i.e.; computers, copy machine, fax machine. Speaking and hearing sufficiently to communicate effectively by telephone or in person.
- Visual acuity adequate to perform job duties, including reading information from printed sources and computer screens.

**COMPLEXITY:**

- Requires ability to deliberate and respond quickly to a variety of demands.

**INTERPERSONAL CONTACTS:**

- Must be able to communicate with patients and staff of diverse cultural backgrounds, in a sensitive, understandable and professional manner.

**RESPONSIBILITY FOR CONFIDENTIAL MATTERS:**

- Position is exposed to confidential records and allows knowledge of personal personnel information, administrative information and all work of this position must be handled in a highly confidential manner.

**THE EFFECT OF ERRORS:**

- Inability to meet organization's obligations: Loss of Funding, Penalty from funding sources, etc.

**HOURS OF WORK:**

40 hours per week.

**SALARY RANGE:**

As specified in the Notice of Hire.

My signature indicates that I have reviewed this job description with appropriate Bond CHC Staff and I understand the expectation identified above.

Employee Name (Please Print): \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_