

Lake Area Free Clinic mission: to provide comprehensive high-quality healthcare to those in need.

JOB SUMMARY The Case Manager will embrace the LAFC Mission and assure patients' medical needs are addressed and care is coordinated in a timely manner using available resources. The Case Manager will be a resource to the volunteer Providers and RNs, participate in clinics, provide case management and address patients' concerns during clinic business hours.

JOB ACCOUNTABILITIES

The following are essential job accountabilities:

Chart Review

- Review Provider's notes, assuring discharge instructions include all intended scripts, diagnostics, referrals, etc. as ordered. If necessary, contact patient for clarification.
- Reconcile, update and rewrite medication/problem list for clarification
- Fax documents to scheduling, pre-op, as indicated, voucher logs to be updated and faxed to appropriate facility.
- Oversee volunteer staff performing chart review.

Case Management

- On a daily basis, obtain results from diagnostic labs, imaging and referrals and identify those requiring immediate intervention.
- Contact appropriate medical provider with abnormal diagnostics for orders and relay information and instructions to patient as needed.
- Obtain appropriate records and follow up on recommendations from Emergency Department and specialty referrals.
- Arrange referrals according to resources available while maintaining a working relationship with referral network.

Contact patients for follow up related to emergency department referrals or missed appointments. Explore and develop additional referral resources when necessary.

Phone Triage

- Address all patient medical concerns outside of scheduled clinic hours.
- Provide direction to patient medical concerns and direct them to the appropriate resource either within or outside of clinic.

Other Duties

- Work closely with Clinic Manager to oversee clinic functions and assist as a resource for providers, volunteers and patients.
- Participate on Clinical Operations committee and quality initiatives.
- Other duties as assigned.

REQUIRED SKILLS

- Ability to work independently
- Exceptional communication and interpersonal skills
- Bilingual in English and Spanish
- Able to work with a diverse team of volunteers
- Basic computer skills
- Able to prioritize and manage several tasks simultaneously

EDUCATION / EXPERIENCE

Required licensure: Registered Nurse in WI

Certifications: n/a

Minimum Education: Associate Degree Nursing

Preferred Experience:

- Five years nursing experience
- Experience working in Public Health
- Experience working with volunteers

Other Requirements:

- Evening hours: minimum one evening per week

Physical/Environment**Requirements:****ADA ESSENTIAL ELEMENTS**

- Critical thinking
- Ability to review both broad and detailed information coming to relevant conclusions
- Ability to conceptualize
- Ability to analyze
- Ability to identify both short- and long-term goals
- Ability to utilize communication tools, such as, but not limited to: computer, telephone, voice mail and fax

ADA QUALIFICATIONS

- Ability to write and speak effectively
- Understanding of English language written and spoken
- Ability to hear with or without accommodation
- Ability to use fingers for dexterity functions
- Ability to work at a computer for extended time periods
- Ability to walk, use stairs or elevators
- Ability to travel to various locations within the work day

REPORTS TO: Executive Director

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities and skills required for the position.