



Clinical Case Manager – Job Description

Summary:

Clinical Case Manager responsibilities include coordinating the paperwork and resources needed for patients with mild to severe emotional and behavioral difficulties. Acts as a liaison between patient/family and providers to triage patients to determine urgency of need (i.e. symptom/side-effects, medication outages/loss, disability).

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Patient-Provider liaison: intercept calls regarding medications and side-effects and use clinical knowledge to determine severity and need (i.e. appointment or hospitalization).
- Obtain authorizations for medications in a timely manner (7-10 business days). o Exhaust all efforts to fulfil patient medications using Samples or Copay Cards until authorization is processed and approved.
- Administer patient medication injections and track inventory and scheduling of future injections.
- Complete patient paperwork needs within 7-10 business days of the request (e.g. work excuse letters, companion animal letter)
- Professionally communicate with providers to relay patient requests in a complete and accurate manner.
- Professionally communicate with patients to relay accurate clinical instructions given by the providers.
- Maintain inventory of Medication Room and nursing supplies (e.g. sample medications, gloves)

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

Ethics – Treats people with respect; Works with integrity and ethically; Upholds organizations values.

Organizational Support –Follows policies and procedures; Completes administrative tasks correctly and on time.



Judgement – Displays willingness to make decisions; Exhibits sound and accurate judgement; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently.

Professionalism – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity – Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Interpersonal Skills – Maintains confidentiality; Keeps emotions under control; Remains open and tries new things.

Oral Communication – Speaks clearly and using correct clinical language; Listens and gets clarification.

Written Communication – Chart's patient discussions in EMR; Writes clearly and informatively; Edits work for spelling and grammar; Able to read and interpret written information.

Adaptability – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality – Is consistently at work and on time; Ensures work responsibilities are covered when absent.

Dependability – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative – Volunteers readily; Seeks increased responsibilities; Asks for and offers help when needed.

Customer Service – Manages difficult or emotional customer situations; Responds promptly and empathetically to customer needs; Solicits feedback to improve service; Responds to requests for assistance; Meets commitments.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests.



Safety and Security – Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

Education and/or Experience

- High school diploma or general education degree (GED)
- Medical Assisting Certification **REQUIRED**
- Three years related experience and/or training **REQUIRED**.
- Bilingual in Spanish Preferred

Language Skills

Ability to read and comprehend complex clinical instructions, professional correspondence, and memos. Ability to read and write using pharmacy abbreviations. Ability to effectively present information in one-on-one and small group situations to patients, providers, and other employees of the organization.

Reasoning Ability

Ability to apply common sense understanding to carry out multi-step instructions. Ability to deal with standardized situations with multiple variables.

Computer Skills

To perform this job successfully, an individual should have knowledge of practice software, Microsoft Office

Applications, and the ability to operate basic Internet software. The individual should be able to operate a computer to accurately enter data into a database, search for information, and send and receive emails and attachments.