



Host Site: Progressive Community Health Centers
Position Title: Patient Outreach Coordinator
Department: Outreach
Reports To: Director of Fund Development & Marketing

Support clinical outreach and patient engagement efforts by reducing barriers and increasing access to primary health care services. This is accomplished through patient outreach, scheduling, follow-up and coordination of community resources.

Duties & Responsibilities

- Conduct patient outreach in the form of phone calls, mailings or face-to-face contact related to:
 - New patient outreach
 - Routine preventive care
 - Specialty care referrals
 - Chronic disease management (i.e. diabetes, hypertension, etc)
- Enter documentation into patient electronic medical records, following proper methods of program data collection, tracking and reporting as assigned.
- Implementation of Seal-A-Smile school-based oral health program. Tasks include coordination of student participation, data entry and mailings.
- Coordination of Stork's Nest prenatal education and incentive program. Tasks include making phone call reminders and distributing mailings to participants.
- Inventory management of Reach Out and Read early childhood literacy program. Tasks include book ordering, distribution and general program promotion.
- Coordinate health education programs centered on topics such as healthy eating and physical activity.
- Increase outreach opportunities that promote access to clinic services and insurance options.

Training

- Regular meetings with Site Supervisor to discuss expectations and task progress.
- Progressive CHC's New Employee Onboarding Orientation.
- Tour Progressive CHC locations—introduction to staff and partners.
- HIPAA and workplace safety trainings (online).
- Reach Out and Read training (online).
- Electronic medical record training—inclusive of patient registry portal (Acuere), medical portal (OCHIN/Epic) and dental portals (Wisdom/DentaSeal).
- Training from enrollment and referral staff regarding how to access and assist patients in accessing enabling resources, such as transportation, housing, FoodShare and other benefit programs.



Qualifications/Skills

- Demonstrates effective communication skills, both verbal and written.
- Familiarity working with diverse populations in a culturally competent manner.
- Maintains a courteous, professional and conscientious attitude in dealing with patients, community partners and co-workers.
- Knows, understands and adheres to organizational policy related to the patient's rights for confidential care.
- Ability to read and interpret basic data and reports. Data entry experience a plus.
- Competent in Microsoft Office products (Word, PowerPoint, Publisher, Excel).
- Ability to effectively present information in one-on-one and small group situations to patients, clients, and other employees of the organization.
- Energetic team player capable of performing in a fast-paced, dynamic environment.

Education and/or Experience

Minimum undergraduate (BA/BS) degree preferred. Experience in public health, health sciences, health education and/or community relations a plus.