



Patient Navigator Position Description

Clackamas Free Clinic (CFC) is a nonprofit, culturally responsive, free clinic serving the medical needs of uninsured, low-income people in Clackamas County through the dedicated work of medical and community volunteers.

Patient Navigators are our patients' link to the resources available in the community. There are many factors that contribute to one's health and wellness that go beyond the primary care provided in the clinic. In your position, you will provide administrative support, help patients access services that help them achieve food and housing security, affordable medications, and other important influences on patients' ability to be healthy and happy.

Description of Responsibilities:

- Handle patient information and data entry/tracking in a confidential manner consistent with HIPAA privacy regulations.
- Coordinate patient scheduling and follow up, eligibility, and reminder communications; patient medical record requests; organization of resource and referral resources.
- Provide administrative support including answering phones, scheduling appointments, and other duties as assigned.
- Develop understanding of EHR software and medical scribing to serve as primary resource for volunteer scribes.
- Primary responsibility for ensuring a well-organized, professional, and welcoming experience for CFC patients, a well-maintained facility, and strong administrative support for CFC staff and volunteers.
- Enroll and follow-up on specialty care, imaging, physical therapy, and dental referrals to ensure the patient has been scheduled and seen for the needed service.
 - o Serve as an advisor for the application process for specialty programs such as Project Access Now and ScreenWise.
- Conduct drop-in appointments with patients who need assistance accessing community resources or want more information on what is available.
- Complete the Oregon Health Plan (OHP) Assister training to gain an understanding of eligibility requirements and serve as a resource for patients in the enrollment process.
- Participate in community outreach events to bring awareness of our services to the Clackamas community.
- *If patient navigator is a Pre-Healthcare student, there are opportunities to be involved in the clinical setting with tasks such as scribing, interpreting, and lab assistance.*



Skills and Qualifications:

- Excellent communication skills
- Basic Medical Terminology
- Prior community health worker experience is preferred but not required
- **Fluency in Spanish and English required.**

Salary/Benefits:

- \$20 per hour
- 32 hours per week including some evenings
- 401K Plan (3% employer match)
- Employer paid health benefits (included dental & vision)
- 9 Paid holidays + 1 floating holiday
- Paid sick and vacation

How to apply:

Position open until filled. For best consideration apply by April 1st, 2025

Please send a resume and cover letter to Sarah at saraharp@clackamasvim.org

References required upon interview (minimum of 2 references)