

PATIENT SUPPORT SERVICES VOLUNTEER

JOB PURPOSE

Patient support volunteers provide services that allow an expansion of our case management program, specifically with patient needs assessment and community resource linkage

PRIMARY DUTIES AND RESPONSIBILITIES

Perform screenings with patient to assess patient's non-medical needs

Update patient case management plans in electronic medical records system

Assist patients with various applications as needed (e.g. TennCare, Social Security disability applications and appeals, CoverRX, Patient/Prescription Assistance programs, and financial assistance applications)

Support the staff in community resource linkage and handoffs between patient and medical and/or social service providers

Perform other duties as assigned by Volunteer Coordinator, Patient Relations Supervisor, and/or clinical staff team

TIME COMMITMENT

Volunteers are required to commit to at least six months of service.

Volunteers are required to come at least one shift every two weeks. Each shift is 2-4 hours long.

For the first month, volunteers must come for one shift every week to ensure proper training and schedule consistency.

QUALIFICATIONS

Must be at least 18 years old

Willingness to serve persons with limited access to healthcare and who are from diverse backgrounds

Computer literacy and familiarity with MS Office products and willingness to learn new software applications

Adherence to OSHA and HIPAA confidentiality requirements

Ability to work well in a team setting

Skilled at communicating clearly

Detail-oriented with excellent follow-through skills