**OUTREACH COORDINATIOR - SYSTEM DEVELOPMENT (JOB ID: 11450)**

|  |
| --- |
| Position Information |
|  Work Type: Active - Benefit Eligible and Accrues Time OffExempt: NoWork Schedule: Monday - FridayWork Hours per Biweekly Pay Period: 80Location: Medical Center, US:FL:Lakeland    |
| Position Summary |
| Acts as the leader of our New Specialty Care Call Center; an omni-channel patient access and provider support concierge service. The Specialty Care Navigator is responsible for coordinating and responding to new patient, provider and provider staff inquiries that arrive at LRH from targeted outreach efforts. The goal is to help grow new business for our organization, particularly around key service lines. The Specialty Care Navigator is also expected to triage any issues and manage ongoing communications with related parties in order to provide timely and quality access to specialty care services at LRH. This individual will work with various entities, both internal and external, acting as a professional representative of the health system. Responsible for managing incoming leads and qualifying patients for services before referring them to Specialty Care provider offices, as well as, triaging and resolving issues related to access to care at LRH. To grow our business, this role would also be required to support offsite new-patient growth opportunities. For example, patient screenings, physician lectures, etc. This position utilizes technology set in place for managing incoming inquiries and documenting interactions, status updates and outcomes.  |
| Position Details |
| - Engages patients, providers and their staff in understanding their needs as a customer and appropriately following up, in a manner that is culturally and linguistically appropriate. - Answer inbound calls and online inquiries to conduct initial needs analysis, qualify prospects and refer patients to the appropriate specialty care scheduling service. - Act as a navigator and coordinator to proactively engage and assist customers to connect them with the specialty healthcare services or information they need by identifying and reducing barriers to care. - Utilizing provided technology to create consumer profiles to record and manage interaction details, comments, status and outcomes. - Develop and maintain relationships among patients, providers, and interdisciplinary teams that foster collaboration and trust to support access to quality specialty services and information. - Provide timely communication with patients, providers, and provider staff. Make inquires, execute follow–up actions and help to integrate information into the plan of care. - Utilize effective consultative sales and servicing strategies in order to cultivate new business opportunities. - Assist offsite business development opportunities, such as physician lectures, community screenings, and other business development activities. - Assist with any administrative duties as necessary.    |
| Qualifications & Experience |
| \* Business, Healthcare Admin, Communications or related field.\* Five to ten years of experience in a Patient Access, Sales, Customer Relations or related field preferred\*Bachelors degree |