



DIVISION SCOPE OF SERVICE

Division: FAR WEST
Classification: CASE MANAGEMENT ASSISTANT
Applicant Name:

<p>The Case Management Assistant: The Case Management Assistant must have equivalent qualifications and competence as employed individuals performing the same or similar services at the facility.</p>
<p>Definition of Care or Service: The Case Management Assistant will work with the patients, families, physicians, facility, and insurance plan to coordinate post-hospital services, to facilitate a timely and safe discharge. They will also assist in coordinating delivery of post-acute healthcare services in conjunction with nursing, ancillary hospital departments, patients/family members and insurance plan. Scope of Service may include:</p> <ul style="list-style-type: none"> • Review medical records • Working with patient, family, and insurance on selection of post-acute care services • Arrangement of post-acute services with communication back to the patient, family, and healthcare team • Demonstrates Clinical and Service excellence behaviors to include code of HCA conduct core fundamentals in daily interactions with patients, families, co-workers and physicians
<p>Setting(s):</p> <ul style="list-style-type: none"> • Appropriate hospital medical units
<p>Supervision:</p> <ul style="list-style-type: none"> • Direct supervision by the department director of the patient’s location <ul style="list-style-type: none"> ○ Indirect supervision by the hospital department director who is responsible for case management
<p>Evaluator: Case Manager</p>
<p>Tier Level: 2</p>
<p>eSAF Access Required: YES</p>
<p>Qualifications:</p> <ul style="list-style-type: none"> • High school diploma or GED <p>NOTE: Where education may not be defined in qualifications area of the Scope, HCA requires the highest level of education completed (not training or courses) confirmed on your background check.</p>
<p>State Requirements:</p> <ul style="list-style-type: none"> • N/A
<p>Experience:</p> <ul style="list-style-type: none"> • 1 year coordinating post-acute services preferred
<p>Competencies: The Case Management Assistant demonstrates:</p> <ul style="list-style-type: none"> • Strong verbal and written communication skills



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- Knowledge of resources available to patients/families
- Knowledge of post-acute providers for patients with various types of patient care/service needs.
- Knowledge of medical terminology
- Prior insurance experience
- Retain a high level of confidentiality
- Works collaboratively with the facility Case Management team
- Must have outstanding telephonic and personable skills to communicate with various entities, (i.e. physicians, health plans, review nurses, clerical personnel, etc.)
- Infection Prevention
 - Practices consistent hand hygiene
 - Uses personal protective equipment (PPE)
 - Required immunizations per Division requirements
 - Complies with Isolation precautions

References:

Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.

Applicant Printed Name: _____

Signature: _____

Date: _____