

## Nurse Navigator Position Responsibilities

FTE Level: <\_\_\_>

Education/Experience: Minimum of 3 years full-time work experience in health care  
RN Degree Required  
Spine Experience Preferred  
Case Management Experience Preferred  
Experience with direct customer service required  
Computer skills required

### **A. Provide excellent service to internal and external patients**

- Demonstrate empathetic, helpful and courteous behavior to all patients
- Exhibit the ability to express appreciation of the patient's unique needs
- Speak clearly, with correct grammar and voice inflection that communicates understanding and concern
- Demonstrate good listening skills
- Demonstrate the ability to respond appropriately to patients' fears, anxiety and anger
- Demonstrate the ability to assure patients of (Hospital Name)'s desire and ability to meet their needs
- Demonstrate the ability to gain the patient's understanding and acceptance of the Spine Center's processes
- Exercise initiative, creativity and courage to act in the best interest of the patient

### **A. Provide initial coordination of care for patients receiving pre-appointment treatment**

- Review the referred patient's diagnosis, medical history, and physician disposition and effectively communicate this information to the patient.
- Provide extensive and effective education to patients
- Direct patients to facilities listed on the Network Provider list when pre-appointment treatment is recommended and facilitate prescriptions to these facilities
- Assist physicians in coordination of care of spine patients with other health care professionals.
- Refer patients to other community resources, as necessary
- Communicate physician dispositions and/or patient responses to recommendations to the Primary Care or referring physician

### **A. Provide ongoing navigation for patients receiving pre-appointment treatment**

- Follow-up with patients and therapists in a timely manner to discuss the patient's response to treatment, as well as obtain written progress reports
- Communicate the patient's progress to the reviewing physician
- Immediately communicate patient non-compliance to the reviewing physician

- Communicate written treatment completion information to the Primary Care or referring physician if pre-treatment results in symptom resolution and patient does not require an appointment with the Spine Center
- Accurately provide on-going documentation of nurse navigation activities on each patient, including the time involved in these activities

#### **A. Coordinates and executes other responsibilities, as necessary**

- Assist in the development, documentation and analysis of program performance.
- Serve as a clinical resource to Intake Specialists, as appropriate
- Assist in the collection and analysis of information to measure the value of the program

#### **B. Work effectively as a team member and share workload in an equitable manner**

- Collaborate with other department members to facilitate effective triage of new spine patients
- Ensure timely communication with patients and referring physicians
- Eliminate unnecessary delays in clinician reviews, including supervising the collection of patients' diagnostic studies
- Return Spine Center phone messages and other communications within 24 hours

#### **C. Demonstrate an understanding and skill in the use of office management and telephone system hardware and software**

#### **C. Participate in departmental, interdepartmental and organizational activities, and accept cross-training opportunities**

#### **C. Perform other duties relevant to the position or as assigned**