



DIVISION SCOPE OF SERVICE

Division: FAR WEST
DHP Classification: CASE MANAGEMENT ASSISTANT
Name of Dependent Healthcare Professional (DHP):
<p>The Case Management Assistant: The Case Management Assistant will assist in coordinating delivery of post-acute healthcare services in conjunction with nursing, ancillary hospital departments, patients/family members and insurance plan</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.</p> <p>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
<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>Qualifications:</p> <ul style="list-style-type: none"> • The Case Management Assistant must have equivalent qualifications and competence as employed individuals performing the same or similar services at the facility. <ul style="list-style-type: none"> ○ 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.)
<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:</p> <ul style="list-style-type: none"> • Strong verbal and written communication skills • Knowledge of resources available to patients/families
References:



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- N/A

DHP Printed Name: _____ DHP Signature: _____

Company/Vendor: _____ Date: _____