

**Positive Impact Health Centers, Inc.**  
**JOB DESCRIPTION**  
**Patient Advocate - Midtown**

**Position Title:** Patient Advocate (for Medication Access)  
**Employee Classification:** Full-time, Non-Exempt  
**Department:** Clinical Care  
**Supervisor:** Director of Clinical Care  
**Reports to:** Director of Clinical Care  
**Last Revised:** November 15, 2016

Positive Impact Health Centers is a non-profit agency that provides HIV Prevention Services, Support Services, Clinical Care, Behavioral Health, Substance Abuse Services, Housing, Volunteer Programs and Advocacy to the twenty county eligible metropolitan area surrounding Atlanta including DeKalb, Fulton, Gwinnett, Rockdale and Newton Counties.

**General Narrative Description of Position:** The primary job function is to assist patients in determining eligibility for Federal, State and private assistance programs. The Patient Advocate reports to and is supervised by the Director of Clinical Care.

**Essential Job Functions:**

1. Document all patient encounters in the clinic electronic medical record (EMR).
2. Comply with clinic Standard Operating Procedures (SOP) and the Georgia AIDS Drug Assistance Program (ADAP), Healthcare Insurance Continuation Program (HICP) and CAREWare Manuals.
3. Complete ADAP and HICP applications for eligible clients.
4. Monitor the completion of ADAP/HICP initial and recertification applications, and provide required documents, including income eligibility verification to the Georgia Department of Public Health (DPH) to ensure their timely processing.
5. Complete and track patient assistance programs (PAP) applications for HIV and primary care medications.
6. Refer patients who are eligible for the Affordable Care Act's Healthcare Marketplace to Health Insurance Navigators.
7. Participate in monthly DPH conference calls or meetings per DPH request.
8. Document all activities and encounters in the appropriate reporting systems.
9. Recommend updates, refine and incorporate new processes involved in accessing medications for patients.

**Additional Duties:**

1. Attend all interdisciplinary staff meetings.
2. Attend at least eight hours of HIV specific training annually, cultural competency training annually and other applicable trainings.
3. Abide by all state, health district and agency policies regarding confidentiality of patient information.
4. Perform other duties as assigned.

**Marginal Job Functions:**

1. Office clerical duties

**Required Knowledge, Skills and Personal Qualifications:**

1. Georgia Certified Medical Assistant with at least 2 years of administrative experience in clinical setting, or a minimum of an Associate's degree in healthcare administration/management or related field and a minimum of two years prior experience in a healthcare setting.
2. Possess exemplary organizational skills.
3. Experienced in working with indigent and culturally diverse populations
4. Electronic Medical Record system knowledge preferred.
5. Possess excellent communication skills (writing, spelling, listening and speaking).
6. Cooperates as a team member.
7. Possesses problem solving and decision making abilities
8. Ability to work without close supervision
9. Utilizes good management techniques and time management
10. Follows through to completion of assigned tasks
11. Proficiency in word processing and spreadsheet database
12. Abides by all polices and procedures concerning personnel including conflict of interest policy.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk, use hands to finger, handle, or operate computers, objects, tools, or controls and reach with hands and arms.

The employee must occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**NOTES:**

1. *Positive Impact Health Centers is an equal opportunity employer. The clinic does not discriminate against any employee or applicant for employment because of race, creed, color, religion, gender, sexual orientation, gender identity/expression, national origin, disability, age, or covered veteran status.*
2. *This position is an at-will employment position. No contract for employment is implied at any time.*
3. *Drugs, weapons, domestic violence are not permitted on clinic property or at any clinic events or programs.*

**Revised by:**

Rosemary Donnelly