

## Care Manager/Telephone Triage (1099) - Work from Home

CareTalk Health is a national telehealth provider that offers healthcare organizations a variety of telehealth solutions, including staffing, technology, and billing services. As a CareTalk Health team member, you'll be working to provide virtual care to our client's patients. CareTalk Health is committed to providing high-quality, affordable, and accessible healthcare to all patients. If you're a healthcare professional passionate about providing patients with high-quality care, CareTalk Health is a great place to work. We offer a variety of benefits, including competitive salaries, flexible hours, and a work-from-home environment.

### **Job Description:**

Under the supervision of the Chronic Care Management team leader, the Registered Nurse (RN) care manager (CM) is responsible for intake and providing care management services for medically complex patients. The patient population can include significantly complex medical conditions, and/or social-economic and mental health co-morbidities. The goal of the program will be to assist these patients to achieve optimal health and/or independence in managing their care. To achieve this goal the care manager will demonstrate and apply knowledge of the philosophy/principles of comprehensive care management, patient-centered, culturally sensitive care coordination and management of complex patients.

The CM will be responsible for developing care plans for patient and family self-care competence, including motivational assessment, assessing for desired level of involvement and coaching for adherence to care plan. CM will provide nursing assessment, create and monitor patient/family care plans, including end of life planning if appropriate. The primary contact with the patient, family and other involved care providers will be by telephone/fax, and patient portal.

The Registered Nurses may also function in the 24 -hr. call center that receives incoming calls for our patients in need of medical direction and education. RNs provided assessment, guidance, and disposition to the appropriate level of care. RNs will determine with patient the right care, right place, right time disposition, which may include care instructions, or Urgent Care, ER, or 911.

### **Responsibilities:**

Assess the physical, functional, social, psychological, environmental, and learning needs of patients.

Identify problems, goals and interventions designed to meet patient's needs, including prioritized goals that consider the patient/caregivers goals, preferences, and desired level of involvement in the care management plan.

Create care plans including objectives, goals and actions designed to meet patient's needs.

Provide appropriate interventions, which demonstrate knowledge of the sensitivity toward cultural diversity and religious, developmental, health literacy, and educational backgrounds of the population served. Utilize interpreter services as needed.

Assess the patient's formal and informal support systems, including caregiver resources and involvement as well as available benefits and/or community resources.

Implement and monitor the care plan to ensure the effectiveness and appropriateness of services.

Evaluate patient's progress toward goal achievement, including identification and evaluation of barriers to meeting or complying with care management plan of care, and systematically reassess for changes in goals and/or health status.

Communicates with primary care physician and members of the comprehensive care team regarding the status of patient as needed or requested by patient.

Utilize motivational interviewing skills to build patient engagement in the development of the plan of care.

Provide education, information, direction, and support related to care goals of patients.

Act as a patient advocate and assist with problem solving and addressing any barriers to care or compliance with care plan.

Provide referrals to appropriate community resources; facilitate access and communication when multiple services are involved; monitor activities to ensure that services are actually being delivered and meet the needs of the patient, coordinate services to avoid duplication.

Maintain accurate patient records and patient confidentiality.

Measure outcomes and effectiveness of care management including clinical, quality of life and patient/family satisfaction.

Engage in professional development activities to keep abreast of care management practices and patients' engagement strategies.

Use of Electronic Record and utilizes technology as appropriate to meet the requirements of the job functions.

Must have the ability to make critical independent decisions and prioritize appropriately. must be detail oriented and able to multitask.

Displays an exemplary level of patience, courtesy, and flexibility.

Sedentary positions, walking and standing are often necessary in carrying out job duties. With the ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying documents as necessary.

Required to work at least four weekend days per month and rotating holidays.

Must be available for 2 consecutive weeks of orientation.

Performs other duties as assigned.

### **Why Join CareTalk Health?**

- **Work from the Comfort of Your Home:** Enjoy the flexibility and convenience of a remote work environment.
- **Tailer Your Hours to Fit Your Personal Life:** Achieve a healthy work-life balance by customizing your work hours.
- **Make a Meaningful Impact on Patient's Lives:** Contribute to improving healthcare accessibility and patient outcomes.
- **Stay Ahead by Mastering New Virtual Technologies:** Embrace innovation and learn to leverage cutting-edge virtual technologies.

*CareTalk Health is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status.*