

Job Details

POSITION: Hospice Patient Liaison
REPORTS TO: Patient Care Coordinator

Position Summary

Under the direction of the Patient Care Coordinator, the Patient Liaison assumes responsibility for initiating the admissions process for all referrals from all referral sources. Meets with patients and their caregivers directly to explain Hospice services, the admissions process, initiate the proper paperwork and forward information to appropriate Interdisciplinary Team Member

Major Responsibilities:

- Meet with patient/family to present and explain Hospice services and complete the initial paperwork.
- Facilitate a smooth transition from the initial referral meeting to the Case Manager/Supervisor for the Admission.
- Collects information related to Medicare/Medicaid or private insurance for the Interdisciplinary Team.
- Communicate well with other hospice personnel as the point of contact for hospice referrals.
- Provide emotional support to patients and their caregivers.
- Maintains appropriate professional boundaries in relationships with patients, families, and other caregivers.

Position Requirements:

- High School Diploma or equivalent.
- Minimum of 2 years recent customer service experience, or related experience, required.
- Experience in a Health Care setting and understanding of the Hospice philosophy preferred.
- Excellent clerical, organizational, computer and communication skills are essential with an ability to effectively multitask.
- Ability to work effectively in an interdisciplinary approach to patient care.
- This position requires a car, valid driver's license, auto liability insurance and a good driving record.

Individuals interested in the RN Case Manager Position may apply at the *Hospice & Palliative Care Office*, located at 2525 Back Orrville Road, Wooster, OH 44691.

Resumes may also be sent to this address, sent by email to wchospicejobs@wchospice.org, or by fax (330) 262-2819.