

Outreach Specialist (Patient Support & Scheduling)

Western Washington Medical Group (WWMG) is looking for health care innovators who want to make a difference. Outreach Specialist's provide direct support to patients to improve the quality and experience of care.

Job Summary:

The Outreach Specialist works in collaboration with providers and care center staff to assess healthcare needs, identify any barriers to care, and support patients in their health and wellness goals. The Specialist is the main point of contact for patients with the goal to build strong relationships and support patients in navigating health care by:

- Identifying ways to improve the experience and delivery of care for each patient.
- Supporting patients in their wellness goals by supporting engagement in their medical care
- Assisting patients in scheduling and accessing services with their primary care provider (PCP).
- Documenting and communicating effectively with the patient's care team.
- Tracking patient information, schedules, files, and forms in a confidential manner.
- Maintaining accurate and timely documentation of all patient encounters and complete reporting requirements according to organization standards.
- Communicating with the Care Team (Care Coordinators, providers and care center staff) to discuss patient care issues and needs and how best to facilitate care services.
- Maintaining strict confidentiality in accordance with department and organizational policies.
- Other duties as assigned.

Required Skills:

- Commitment to improving the experience and delivery of care for patients.
- Strong written and oral communication, interpersonal skills, and cultural competency.
- Ability to work both independently and collaboratively in a team environment.
- Strong critical thinking, problem solving, organizational skills, and attention to detail.
- Demonstrates flexibility and can effectively manage multiple demands concurrently with ease.
- Possess a *growth mindset*: the willingness to be coached and to develop to increase effectiveness, collaboration, and produce results.
- High level of discretion, integrity, and adherence to HIPAA standards.
- Experience scheduling patients in a health care setting preferred.

Location: Everett, WA

Schedule: Weekdays during regular business hours. Full-time.

Responsible to: Quality and Population Health

Ready to apply?

If you're interested in this position, please send your resume to tlitton@wwmedgroup.com

We're interested in learning more about you and appreciate your taking the time to apply online. We are committed to employing a diverse workforce. *We welcome job applications from qualified individuals without regard to race, color, creed, religion, ancestry, national origin, age, sex, pregnancy, marital status, physical or mental disability, or any other protected characteristic. Minorities, women, disabled persons, and veterans are encouraged to apply.* Our staff not only enjoys full benefits and professional growth opportunities, but also an environment noted for diversity, community involvement, intellectual excitement, and collaboration.

Who are we? Western Washington Medical Group (WWMG) is proud to be a growing, independent provider organization who is on the front lines to improve health care for patients and the communities we live in. The providers who founded WWMG in the early 1990's shared the belief that local, independent providers are best qualified to give their communities the best possible care. And because decisions are not made by distant corporate systems, that means our providers and patients are free to make the best informed choices together. The result is personalized, state-of-the-art care, with a work culture that's collaborative, supportive, caring, and fun. Learn more at <http://www.wwmedgroup.com/>