

MERCE Family Healthcare Case Manager Opportunity (in a Family Medicine Setting)

Definition of Case Management - Case management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation and advocacy for options and services to meet an individual's and family's comprehensive health needs through communication and available resources to promote patient safety, quality of care, and cost-effective outcomes.

Duties and Responsibilities

- Coordinate management of care for a specified patient population in a primary care office.
- Follows patients throughout the continuum of care and ensures optimum utilization of resources, service delivery and compliance with external review agencies.
- Provides ongoing support and expertise through comprehensive assessment, care planning, plan implementation and overall evaluation of individual patient needs.
- Enhances the quality of patient management and satisfaction, to promote continuity of care and cost effectiveness through the integration of functions of case management, utilization review and management and discharge planning.
- Connects individuals to gain access to community resources and analyze effectiveness of programs in the community
- Coordinates and provides care that is safe, efficient, and patient-centered to achieve wellness and autonomy
- Develops working relations and collaboration with medical team throughout case management process
- Supports patients with making informed decisions by acting as their own advocate regarding clinical status and treatment options
- Records cases information, completely and accurately with all necessary forms and documentation

Skills and Qualifications

Candidates should have prior knowledge about current social issues and have experience working within healthcare field.

Candidate should possess at least a Certified Medical Assistant Certification with a minimum of 2 years' experience in a medical setting. Preferred experience in behavioral health setting.

The Practice: MERCE Family Healthcare has been operating since 1992 as a private, non-profit organization. MERCE was designated a Federally Qualified Health Center in 2007. Operation hours at the medical facility are Monday through Thursday 8:00am – 5:00pm and Friday 8:00am – 12:00pm.

Our medical staff cares for a variety of patients within the entire family practice spectrum. Our patient mix includes self-pay as well as Medicare, Medicaid and those with private insurance. Call is telephone only; no hospital call required.

The Community: Asheboro/Randolph County, NC is a part of the Piedmont Triad region, a six-county area whose central location puts it within 90 miles of the Blue Ridge Mountains to the west and within 200 miles of the Atlantic Ocean to the east. Asheboro sits in the middle of the Eastern Seaboard, within 500 miles of half of the nation's population and largest markets. The region is united by the Piedmont Triad International Airport, interstate highways, a score of colleges and universities, and a rich cultural life. Asheboro is convenient to Greensboro, Winston-Salem, Chapel Hill and Burlington.

Although Asheboro is a part of the largest metropolitan area located entirely within North Carolina, it is still small- town living at its best - close enough to larger cities to have access to the amenities, but small enough to escape such urban problems as traffic congestion, higher unemployment, and an increasing crime rate.

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