

## **Medical University of South Carolina- Population Health**

### **MEMBER SERVICE DESCRIPTION**

**NOTE: All information included in the position description is considered a supplement to the Trident United Way position description.**

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<b>Position:</b>	<b>AmeriCorps Patient Navigator and Facilitator at the Medical University of South Carolina</b>
<b>Department:</b>	<b>Population Health, MUSC Health</b>
<b>Reports to:</b>	<b>Stacey Seipel MSN, RN and Rita Aidoo, LMSW, MHFA</b>
<b>Service Term:</b>	<b>August 12, 2024 to July 31, 2025</b>
<b>Service Hours:</b>	<b>Mon – Thurs 8a-4:30p and Fri 8a-11a</b>

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**Position Summary:** The AmeriCorps team member will serve a key role in MUSC's Social Determinants of Health (SDoH) program, which is focused on identification and documentation of SDoH needs impacting the health outcomes of the patients we serve, building relationships with community-based organizations, and connecting patients to much-needed social care services and resources. The AmeriCorps volunteer will play a key role as a patient navigator as well as assisting in tracking of program outcomes.

#### **Essential Functions:**

- Receive and process/facilitate referrals for MUSC patients in regard to identified social needs including food insecurity and transportation as well as other needs
- Assess patient needs via telephonic, electronic (email), or in-person communication
- Develop relationships with care team and community-based organizations through collaboration and communication
- Serve as patient navigator in connecting to community-based resources
- Be a patient advocate in the process of connecting patients to community resources
- Document and track referrals and outcomes
- Complete all training necessary training for successful completion of tasks within the program
- Participate in improvement activities aimed at augmenting the program, including: literature search, process improvement, and identification of additional community resources/services

#### **Additional Responsibilities**

- Provide high quality customer service to assist individuals in need with food security & transportation resources and services
- Must maintain strict customer, staff and partner confidentiality for all personal information and documentation
- Must maintain strict patient confidentiality for all personal information and documentation
- Must complete HIPAA training and comply with all federal guidelines regarding patient privacy

**Training Responsibilities:** *Team member must complete MUSC HIPPA/Compliance training and Epic EMR training*

**Required Skills:** Fluency with Microsoft Word and Excel

**Required Testing and Documentation-** *Not applicable*

**Reasonable Accommodations:** The Medical University of South Carolina (“MUSC” or the “University”) is committed to ensuring that no otherwise qualified individual with a disability is excluded from participation in, denied the benefits of, or subjected to discrimination in University programs or activities due to his or her disability. The university is fully committed to complying with all requirements of the Americans with Disabilities Act of 1990 and its amendments (the “ADA”) and the Rehabilitation Act of 1973 (“Section 504”) and to providing equal educational opportunities to otherwise qualified students with disabilities. Disability support services are available to otherwise qualified students with disabilities to ensure equal access to the University’s programs and services. Services may include making academic and/or non-academic accommodations for students.

### Types of Accommodation Available

Academic accommodations are related to learning and evaluation in an academic program or particular class. Examples include but are not limited to extended time for tests, note taking support, using a computer to type an essay test, or using an interpreter in class. Non-academic accommodations relate to university activities, jobs, facilities, and services that are not otherwise considered academic. Examples are removal of physical barriers, use of a service animal, use of an interpreter, or other modifications for participation in University activities and services such as University meetings and judicial proceedings.

Decisions regarding accommodations are made on a case-by-case basis. There is no standard accommodation for any particular disability.

### Who Qualifies for Disability-Related Accommodation?

Subject to the procedure outlined below, an otherwise qualified student (meaning a student who meets the academic and technical standards required for admission or participation in the University’s education programs and activities) with a disability may be eligible for accommodation. As defined in the ADA and Section 504, a student has a disability if he or she has a physical or mental impairment which substantially limits one or more major life activities or has a record of such an impairment.