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# Example of Patient Care Advocate Job Description

Our company is looking for a patient care advocate. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

## Responsibilities for patient care advocate

* CMA or LPN
* LPN – Must have an active LPN in the state of North Carolina
* Advise and educate Provider practices in appropriate HEDIS measures, and HEDIS ICD-10 /CPT coding in accordance with NCQA requirements
* Surveys patients while in the hospital and helps proactively meet the patients’ needs
* Assists departments in developing discharge packets for patients
* Demonstrates concern and consideration for the patient’s post discharge wellbeing
* Anticipates and provides solutions to customer needs
* Makes and answer calls in a professional manner with kindness and empathy
* Follows scripted questions provided
* Contributes to survey response rate by informing and educating patients in regards to the HCHAPS survey

## Qualifications for patient care advocate

* Two or more years of EMR experience
* Annual performance rating of Stretch preferred
* Must not have received a Written or Final level of discipline in the past 6 months
* Must be able to sit onsite in Warrendale
* Responds to customer inquiries and notifies appropriate departments to resolve customer complaints
* Facilitates resolution of issues in a timely manner