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# Example of Patient Care Advocate Job Description

Our growing company is hiring for a patient care advocate. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for patient care advocate

* Ensures complete and accurate documentation is recorded in the computerized database for each call
* Demonstrates clear, concise communication about patient to other members of the healthcare team as necessary
* Works collaboratively with department managers or designated hospital staff
* Demonstrates practices to keep all medical record information protected and confidential
* Prepares and distributes a daily written record by unit of the responses and comments given during the post-discharge phone call
* Reports “wins” and other information gathered during post-discharge phones to management in an effort to improve processes
* Attempts to contact patients discharged (3 attempts)
* Serves as resource for new personnel and staff
* Demonstrates recognition of emergency codes and consistently implements appropriate emergency procedures, as necessary
* Assists with administrative duties of printing reports and packets and ordering of supplies

## Qualifications for patient care advocate

* Flexibility to accommodate a 40 hour work shift during the hours of operation of Sunday-Saturday
* Ability to handle customer inquiries
* Makes and receives inbound/outbound phone calls to initiate arrangements for patients to pay their portion of the account
* Respond to patient billing inquiries
* Negotiate payments and payment plans with patients
* Submit credit card payments