

# Concerto Health Partners

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**Contact Person:** Trisha Irvin, Director of HR  
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Los Gatos, CA 95032  
**Phone:** 800-298-5113  
**Company Website:** <http://www.concertohealthpartners.com>

**Position Title:** Patient Advocate

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**Opportunity Location:** United States – Remote Opportunity

**Preferred Skills:**

- Education
  - Masters degree in Patient Advocacy or related field
  - Bachelors degree in a health sciences field
- Fluency in the following software: Google Health, Backpack, Freshbooks, Quicken Medical Expense Manager, LiveScribe, Skype
- Excellent computer skills: including knowledge of Microsoft Office applications and web based solutions
- Provides own cell phone, lap-top computer and access to internet
- Experience in teaching, desired. Two years experience in a health sciences library with supervisory experience, desired
- Strong attention to detail and desire to learn
- Ability to problem solve, work in a fast-paced start-up environment, and manage multiple projects at once
- Outstanding oral and written communication skills with the ability to communicate with all levels of management and team members

**Position Description:**

Run health care advocacy for patients & their families. In this role the HealthGuard ensures clients get best care and avoid error/infection by finding best doctors, optimizing doctor visits and leading three-person Concerto HealthPartners client teams.

This is a senior patient advocate position, working as the primary face of the company to clients and senior leader in collaboration with an Insurance Advocate and Medical Librarian.

Work situations are a variety of responsibilities ranging from routine to complex. This position requires technical expertise, organizational abilities, instructional abilities, problem solving, data analysis, decision-making, independence, and leadership

### **Position Responsibilities**

- Main partner to client
- Quarterback of client HealthPartners Team
- Enables client to get best care
- Supports client efforts to avoid error and infection
- Assists client in knowing what to expect
- Relieves client from the uncertainty and inefficiency of their own efforts to self-advocate
- Works in multiple cross-disciplinary three person teams, along with Insurance Advocate and Patient Advocate
- Expected duties
  - Finds best doctors and hospitals
  - Schedules appointments
  - Prepares questions for doctor visits. Take notes. Make sure questions are asked and you understand the answers
  - Gets test results and shares them across your team of doctors
  - Maintains your copy of medical records
  - Facilitates 2nd opinion. Enhances coordination of physician to physician specialty referrals
  - Goes into the hospital with you and is bedside to protect you from error and infection
  - Challenges authority to demand care and answers
  - Provides status updates to your network
  - Teaches your family how to care for you
  - Connects you to a financial planner and attorney for estate planning and requisite legal forms (execute Living Will, Health Care Power of Attorney, and D-N-R)
  - Maintains a calendar of doctor visits and schedule for prescription medicines
  - Creates a customized recovery plan
- Ability to complete tasks on a timely basis with minimal supervision and to provide timely / accurate status reports to management
- Must approach duties and role not merely as a job but as if you are the owner of the company and you are on a mission to serve the client
- Track-record of client management

### **Requirements:**

- Education
  - Masters degree in Patient Advocacy or related field

- Bachelors degree in a health sciences field
- Fluency in the following software: Google Health, Backpack, Freshbooks, Quicken Medical Expense Manager, LiveScribe, Skype
- Excellent computer skills: including knowledge of Microsoft Office applications and web based solutions
- Provides own cell phone, lap-top computer and access to internet
- Must pay for, carry and provide proof of the following insurances:
  - Auto coverage in the amount of \$500,000 combined single limit
  - Professional liability in the amount of \$1,000,000
  - Must add Concerto HealthPartners as an Additional Insured under both policies and must provide a Certificate of Insurance showing these coverages
  - Contractors who will be driving must add Concerto HealthPartners as an Additional Insured onto their auto policy and provide a Certificate of Insurance as proof that they have the appropriate auto coverage
- Willingness to travel locally
- Able to work flexible, non-traditional hours dependent on variable client medical needs

#### **Disclaimer**

- By applying to this role you acknowledge & agree
  - This is exclusively an independent contractor role. It does not form any employment relationship and you forfeit any ability to claim full-time employment with Concerto HealthPartners
  - Must sign the Concerto HealthPartners subcontractor contract prior to assuming duties
  - Concerto HealthPartners do not provide medical advice, diagnosis or treatment

Concerto HealthPartners is the premier provider of patient advocacy services to individual consumers and institutions. We move fast and require our contractors to be adept at working both independently and across small teams within a larger virtual network. The environment is creative, collaborative, supportive, and very, very challenging. We expect our contractors to be self-starters, conscientious, and responsible. If you are excited to exercise your potential and contribute to a great company's further success, Concerto HealthPartners may be right for you.

Concerto HealthPartners is an equal opportunity employer that celebrates diversity at all levels of our organization.

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*\*Please send your resume to [careers@concertohealthpartners.com](mailto:careers@concertohealthpartners.com).*