

## LPN Care Coordinator

**CareHarmony Overview** CareHarmony is a fast-growing company focused on providing care coordination services to patients – visit [www.care-harmony.com](http://www.care-harmony.com) for more information. CareHarmony's LPN Care Coordinators are experts in helping patients and caregivers navigate the healthcare system and better manage the patient's chronic illnesses. LPN Care Coordinators work cooperatively with the patient's providers to help achieve health goals.

**Position Details** This is a *telephonic coordinator position with **no face-to-face patient contact***. CareHarmony is seeking LPNs, both new graduates and those with prior clinical work experience, to support providers in delivering comprehensive chronic care management services for their patients. **All work will be conducted in our Brentwood, TN offices.** Each LPN Care Coordinator is assigned a set census of patients. LPNs will be responsible for providing all telephonic support required to coordinate care for their patients. Ideal candidates will have experience identifying and coordinating the needs of chronically ill patients and families as well as supporting clinicians to help them operate as efficiently as possible. Ideal candidates will also have the proven ability to critically analyze and use nursing judgement with complex patients.

As CareHarmony expands, the individual will be able to explore other career and management opportunities within the company.

### Responsibilities

- Maintain and monitor their own patient census
- Conduct telephonic care coordination with chronically ill patients and their families
- Assess, identify, and close clinical and non-clinical gaps in patient care
- Manage referrals and appointment scheduling
- Identify community resources (both clinical and non-clinical) that would be beneficial to the patient and help them access those resources
- Provide patient education on management of chronic conditions or on post-discharge instructions
- Perform medication management, including identifying potential medication issues, answering patient questions on side effects and medication conflicts, and coordinating refills.
- Assist in ensuring timely delivery of services such as Home Health, DME, Home Infusion and other critical needs

### Qualifications

- **Current LPN for Tennessee required**
- Compact, multi-state, and out-of-state licenses preferred
- Two years of experience preferred, but new graduates welcomed
- Prior healthcare experience serving chronically ill patients preferred
- Basic technology skills required – should be very comfortable with computers
- Telephonic case management or care coordination experience preferred
- Strong customer-service orientation
- Compassionate and friendly demeanor
- Enjoys working in a fast-growing, rapidly changing environment
- Bilingual skills a major plus

Job Type: Full-time, 40 hours a week

Pay Range: \$16.00 to \$17.50 an hour, DOE