

December 2020

HEALTHCARE HIGHLIGHTS

The Rural AHEC Student Newsletter



December's Healthcare Career Focus:

Care Coordinator/Patient Navigator

Care Coordinators are the glue that holds a patient's health care provider team together. Care Coordinators make sure that all the team members communicate effectively with each other and the patient. They also support patients by making sure they understand how to take medications, reminding them of upcoming appointments, and finding additional resources for them in the community.

What might I do as a Care Coordinator?

Work in various settings, such as hospitals, clinics, private practice, and long-term care facilities

Provide information to patients about their healthcare team such as names of providers, function of each team member, ways to contact members, and changes

Conduct research about a patient's diagnosis, condition, treatment, medication, and so on to support health outcomes

Research, review and maintain knowledge about community resources and agencies that patients can access for services to fit their needs

Manage and document patient's health care plan

Help patients develop appropriate, attainable goals and monitor progress

Maintain patient confidentiality and quality of care



How do I become a Care Coordinator?

- Attend and graduate from an associates or bachelors degree program in health administration
- or
- Attend and graduate from a bachelor of nursing program
 - Many employers prefer two years or more of experience in some kind of health administration and/or patient care management
 - Years of higher education typically range from 2 to 4

Average Salary:
\$45,686 as of 2019
\$32,000—\$74,000 range

What is it really like to be a Care Coordinator/Patient Navigator?

Care Coordinators provide services that impact health and wellness significantly.

In this position you will:

- Thoughtfully keep open communication between patients, physicians, specialists, therapists, billing offices, pharmacists, and family members
- Clearly, compassionately and effectively explain care requirements, medication schedules, treatment goals, and other care plan details to members of the team who come from different perspectives and backgrounds



Watch this collection of short videos about what it is like to be a care coordinator/patient navigator:

<https://www.youtube.com/watch?v=KG7SIXGIdec>

<https://www.youtube.com/watch?v=qpV1jpFv6Y8>

<https://www.youtube.com/watch?v=ukA3gcHDh8A>

<https://www.youtube.com/watch?v=lfW5N0VcoL8>

“(Care Coordinators/Patient Navigators) help to change patients’ lives thanks to their dedication, unwavering commitment and support for their patients—and each small detail can lead to better care for the whole patient. Their hard work and drive to continuously improve health care is inspiring...”

Bobbie Abel

Director, Clinical Operations, naviHealth

“Care Coordinators who used their medical knowledge about available treatment options to discern and negotiate for the most appropriate care to the patient made differences in patient outcomes...”

From an article authored by Shigeko Izumi, Patricia A Barfield, Basilia Basin, Laura Mood, Caroline Neunzert, Ruth Tadesse, Katherine J Bradley, Christine A Tanner



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Please contact us if you have questions about healthcare career opportunities or educational pathways to healthcare careers!

Western New York Rural Area Health Education Center (R-AHEC) is one of nine centers in the New York State Area Health Education Center (NYS AHEC) organization. Our mission is to improve health and healthcare through education.

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