

Patient Navigator Job Description Template

Position Title:

Patient Navigator

Reports To:

Practice Manager / Care Coordination Director / Program Supervisor

Position Summary:

The Patient Navigator serves as a key point of contact and guidance for individuals and families throughout their healthcare journey. This role bridges communication between patients, caregivers, and providers to ensure that care is well-coordinated, clearly understood, and aligned with each person's preferences and needs. Patient Navigators help eliminate barriers to care, promote health literacy, and empower patients to become confident, informed participants in their healthcare.

Key Responsibilities:

- **Care Coordination:** Organize appointments, referrals, and follow-up visits to ensure [continuity of care](#). Track patient progress and facilitate communication among healthcare providers.
- **Patient Education:** Help patients understand their diagnosis, treatment options, and insurance coverage. Promote [health literacy](#) by translating complex information into clear, actionable steps.
- **Advocacy and Support:** Promote awareness of [patient rights](#) and support patients in making informed decisions through [shared decision-making](#). Assist in resolving concerns or misunderstandings about treatment plans or coverage.
- **Documentation and Reporting:** Maintain accurate records of patient interactions, [health status](#), and care coordination activities while safeguarding confidentiality under HIPAA guidelines.
- **Barrier Identification:** Identify and address challenges to care, including [social determinants of health](#) such as transportation, financial limitations, or language barriers. Connect patients with appropriate community resources.
- **System Navigation:** Assist patients in understanding medical paperwork, [medical appointments](#), insurance authorizations, and provider communications to prevent [fragmented care](#).
- **Relationship Management:** Build strong, compassionate relationships with patients, caregivers, and healthcare teams to foster trust, improve satisfaction, and strengthen the overall [patient experience](#).

Qualifications:

- Bachelor's degree in nursing, social work, public health, healthcare administration, or related field (or equivalent experience).
- Experience in [care coordination](#), case management, or patient advocacy preferred.
- Strong communication, critical thinking, and problem-solving skills.
- Knowledge of healthcare systems, insurance processes, and patient education strategies.
- Certification as a **Board Certified Patient Advocate (BCPA)** or related credential preferred but not required.

Core Competencies:

- Compassionate, patient-centered approach
- Excellent organizational and time-management abilities
- Clear written and verbal communication
- Ability to educate and empower others
- Team collaboration and interdisciplinary coordination
- Understanding of privacy, ethics, and professional boundaries

Working Conditions:

- Full-time or part-time position based in a clinical, community, or hybrid remote environment.
- May require occasional travel between facilities or community sites.
- Must adhere to organizational policies, [HIPAA](#) regulations, and ethical guidelines.

Performance Indicators:

- Patient satisfaction and engagement outcomes
- Reduction in care delays or missed appointments
- Improved patient understanding of care plans and insurance processes
- Quality and accuracy of documentation
- Contribution to team-based care goals

Sample Job Posting Summary:

We are seeking a compassionate, organized, and knowledgeable **Patient Navigator** to join our team. In this role, you'll guide patients through every step of their healthcare journey — from scheduling appointments to understanding treatment plans and insurance coverage. The ideal candidate will have strong communication skills, a passion for advocacy, and the ability to simplify complex medical information.