

**Position Title:** Medical Case Manager

**Reports To:** Quality Assurance Supervisor

**Date:** September 2022

**Job Purpose:** The Medical Case Manager ensures and maintains the health and safety of individuals.

**Essential Duties and Responsibilities:**

- Ensures that Certified Medical Technician staff (CMTs) maintain compliance with all documentation, e.g., PMOF's, MAR's, NPOC and individual specific trainings as required by Dimensional, DDA and other regulatory agencies.
- Collaborate with HR to assist staff through the Certified Medication Technician trainings
  - Print, save, upload all relevant DHCA individual specific information and DHCA training signature sheets, ensure staff are trained on all individual specific trainings and keep track of trainings
  - Alert and assist staff with new and renewal of certifications
  - Coordinate nursing reviews and staff requiring delegations with DHCA
  - Assist with follow up for staff with nurse
- Liaison to Residential/Home and Dimensional Healthcare Associate Nursing in reference to medical documentation and Nursing Plans of Care (NPOC) at the center as well as requesting and receiving all PMOF's prior to expiring
- Assist other staff with assessing individuals and monitoring for changes
- Assist with calling 911 as needed and follow up with DHCA for all medical incidents
- Set up and retrieve emergency travel folder for EMS when individuals are sent to the hospital via ambulance, accompany individual to the ER, and notify Emergency Contacts of individuals when applicable for medical emergencies.
- Intake for nursing related documentation (e.g. PMOF, discharge paperwork, return to work/school releases, etc.)
- Meet with contracted Nurse on a consistent basis to review needs, documentation, trainings, medications, etc.
- Maintain medication documentation records and places all new forms in files at end of each month
- Maintain the on hand medications
- Audit medication books and medication on hand
- Report audit discrepancies to QA Manager for follow up

- Input updates and maintain medical records in database
- Attend Interim Person-Centered Plan meetings for individuals on their caseload
- Complete PCPs for individuals on their caseload
- Complete monthly MARs for individuals who are prescribed medications
- Set up and maintain medication binders for all individuals requiring services from DHCA
- Contacts family/residential agencies regarding individuals' illness or injuries at the direction of the QA Supervisor.
- Trainer/Trainer liaison for necessary medical related procedures and staff training
- Maintain a professional level of communication with all physicians, caretakers, and staff while remaining objective, and without personal interpretation of the data shared.
- Other duties as assigned by QA Supervisor

**Education and Experience:**

1. Two years' experience in service provision to adults with disabilities or physical challenges preferred.
2. Current Medical Technician certification.
3. Excellent written, oral and organizational skills.
4. Valid MD driver's license with no more than two points.
5. Basic knowledge of Microsoft Office Product.
6. Strong interpersonal/communication skills.
7. Possesses a positive attitude and the ability to work in a team environment.

**Physical Demands:**

8. Ability to lift 50lbs
9. Ability to stand for long periods of time
10. Ability to maneuver a wheel chair, hoyer and other relevant medical equipment