

ROBERT SMITH

Health Advocate

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SUMMARY

Responsible for increasing patient engagement through direct member outreach in the community, including in hospitals, sub-acute facilities, long-term care settings, and door to door canvassing of eligible patients.

SKILLS

Health Education And Promotion, Health Research, Development.

WORK EXPERIENCE

Health Advocate

Finger Lakes Community Health - October 2013 – 2020

- Notified parents of accident or illness and secure medical care for students in emergency cases. Administer medications according to district policy.
- Identify innovative strategies to enroll patients into the Landmark Health program.
- Develop the relationship between Landmark and hospital personnel, patients, physicians, community organizations, retirement communities, assisted living, primary care, and skilled nursing facilities
- Coordinate meetings with community providers, home health providers, facility discharge planners, and health plan case managers; including preparation and delivery of presentations.
- Uses critical thinking skills to create outreach strategies that are designed to maximize patient awareness and registration into Landmark's program.
- Leverage reporting and dashboards to prioritize telephonic and field-based outreach to members.
- Ensured each Early Head Start pregnant woman receives prenatal care through regular medical care, and oral health examination, and prenatal classes.

Health Advocate

Delta Corporation - 2012 – 2013

- In training for a health advocate position and able to assist large employer groups with member benefits and also claims issues.
- Skills Used Able to handle out of the ordinary calls.
- Routed proper paperwork to all parties involved with the care of individuals Communicated all future medical, to include medicine needs to Hospital.
- Receives inbound calls and routes to the correct individual, inform members of tests or screenings that may be due.
- With head start I did a few different positions.
- As a sub I assisted the teacher in what was needed to be done.
- Switched to a nutritional aide and helped the cook cooking for 2 classes rooms and transporting the food to the toddler room and helped them with the meals.