



Navigator | Square Knot Health

About Us

Square Knot Health is a telehealth company who cares for patients with Chronic Kidney Disease in a unique way. We employ a “transplant first” philosophy and use Navigators, some who have personal or family experience with kidney disease, kidney transplant, or living kidney donation. Navigators educate, guide and support patients under the direction of physicians who specialize in kidney disease and transplantation.

About the Role

Our Navigators become a trusted mentor and advocate, providing support through the patient’s journey with kidney disease and transplant preparation. Navigators follow a plan, created jointly by the patient, the physician, and the navigator, to encourage patients to protect kidney function, prepare for transplant evaluation when appropriate, overcome barriers to transplant, initiate a living donor search, stay transplant ready, and support each patient post-transplant. Navigators also educate and support potential living donors.

Responsibilities

- Provide care coordination and frequent contact to support, guide, mentor, and educate patients
- Deliver kind compassionate care, positive attitude, and top-notch customer service in every interaction
- Collect and organize medical records for telehealth visits and referral for transplant evaluation
- Communicate with health plans to verify insurance eligibility and benefits
- Schedule, prepare for, and attend patient telehealth visits along with the patient and physician
- Document all patient interactions and data collection measures in the electronic medical record
- Assist patients to become listed for kidney transplant and overcome barriers to transplant
- Create and share resources for a living kidney donor search; educate and support potential donors
- Attend and contribute to weekly virtual meetings and participate in ongoing education and training
- Work closely with the navigator team and transplant nephrologist to create a patient centered experience
- Complete, HIPAA, Medicare, and other training with careful adherence to all policies and procedures
- Complete background check and be eligible to work with federal contracts and insurance companies

Preferred Skills and Experience

- Personal or family experience with kidney disease, kidney transplant, living kidney donation
- A strong passion to help those with kidney disease
- Excellent communication and the ability to solve problems and implement solutions
- Comfortable with technology and enthusiasm for learning new technology platforms
- Good working knowledge of Microsoft Office, Google applications, and virtual meeting platforms
- Bachelor’s degree, but will consider experience in place of degree

Requirements and Commitment

- Independent contractor relationship
- 25-30 hours per week during 3 to 4-month intensive training period, then a minimum of 20 hours/week
- Remote, work from anywhere, flexible schedule, but requires coordination with the team & patient needs
- Quiet private workspace where confidential interactions can occur without interruption
- Professional office attire, non-distracting background, with “camera on” policy for all virtual meetings
- Updated Windows based computer, excellent audio/video capability, reliable internet connection and security

Contact Us to Apply:

Please submit your resume with a 1-page cover letter describing your interest in this position to: Jullie Jullie Hoggan at apply@squareknothealth.com