



Navigator Support | 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. Our Navigators educate, guide and support patients under the direction of physicians who specialize in kidney disease and transplantation.

About the Role

Our Navigator support position provides administrative support to our Navigators and Providers.

Responsibilities may include:

- Data entry into multiple systems
- Patient registration
- Medical record retrieval including making and faxing forms
- Compliance documentation
- Scheduling
- Phone calls describing our services to potential patients
- Insurance eligibility verification
- Assist in the creation of resources for living kidney donor search
- 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, compliance and other ongoing training
- Careful adherence to all policies, procedures, and security requirements
- Complete background check and be eligible to work with federal contracts and insurance companies
- Various projects as assigned

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 skills, positive outlook, and excellent customer service skills
- Comfortable with technology and enthusiasm for learning new technology platforms
- Good working knowledge of Microsoft Office, Google applications, and virtual meeting platforms

Requirements and Commitment

- Independent contractor relationship
- 20-25 hours per week during 2–3-month training period, then approximately 20 hours per week
- Remote, work from anywhere, flexible schedule but requires coordination with team and 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 Hoggan at apply@squareknothealth.com