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Listing

Boston Medical Center (BMC) is more than a hospital. It's a network of support and care that touches the lives of hundreds of thousands of people in need each year. It is the largest and busiest provider of trauma and emergency services in New England. Emphasizing community-based care, BMC is committed to providing consistently excellent and accessible health services to all-and is the largest safety-net hospital in New England. The hospital is also the primary teaching affiliate of the nationally ranked Boston University School of Medicine (BUSM) and a founding partner of Boston HealthNet - an integrated health care delivery systems that includes many community health centers. Join BMC today and help us achieve our Vision 2030 which is a long-term goal to make Boston the healthiest urban population in the world.

Position: Associate New Patient Case Manager

Department: Belkin Breast Center

Schedule: Full-Time

Position Summary

The Associate New Patient Case Manager is solely responsible for all activities related to intake of new patients and ensures coordination of care between referring care providers and Cancer Care departments. To carry out his/her duties, s/he will need to have the training and education to understand and independently triage the needs of the new patient and match them with the appropriate provider; work with the clinical staff to ensure the patient has timely and appropriate access for their clinical problem that is in compliance with all relevant oncology standards; and coordinate assembly of medical records, scans/imaging, and pathology results so that consults can be fulfilled efficiently. In addition, s/he will be the "face" of BMC and the Cancer Care Center for interactions with all new patients and referring providers, both within BMC and from outside facilities including community health centers, and may be involved in off-site visits to referring practices to meet with referral and clinical Staff. S/he will ensure that those referring physicians get timely follow-up after consultations are complete. Furthermore, s/he will be responsible for coordinating multi-specialty evaluations of new patients with Medical Oncology, Radiation Oncology, and Radiology where needed. S/he will work with the front desk scheduling and registration staffs to facilitate registration and prior authorization for services, but will not have sole responsibility for those duties. S/he will work with patient navigation, social services, interpreter services and research staff as needed to smooth the intake of patients into the Cancer Care Center and reduce leakage to other cancer care sites.

Essential Responsibilities / Duties

Clinical Coordination/Administration

- Serves as primary liaison to the cancer program for patients, families, and referring physicians

- Manages all New Patient referrals to the Cancer Care Center, including those received by telephone, fax, e-referral, logician and hard copy and responds to every new patient visit request within 1 business day
- Responsible for documentation of referral and interventions in electronic medical record (EMR) including entering complete and accurate intake information prior to first visit to provide a comprehensive overview for provider
- Documents and tracks BIRADS 4/5 dates and biopsy dates and communicates treatment timelines to surgeons to ensure that patients are receiving appropriate treatment in a timely manner
- Works independently to prioritize patient visits according to needs & urgency, per protocols. May seek clinical support and guidance from the Clinical Resource Nurse if needed.
- Provides general disease information and program-specific information about available services to prospective new patients and referring physicians
- Provides appropriate information and education to patients and families prior to initial visit to answer questions and set expectations
- Accountable for complete, detailed information on all primary care and referring physicians and documents contact information in medical record and on database
- Responsible for the collection and structured tracking of all appropriate clinical information including visit notes, patient history, scans/imaging and pathology prior to the initial patient visit to ensure proper items available for New patient visit
- Organizes clinical information and prepares packet for provider prior to visit day
- Secures interpreters for clinic visits, when needed.
- Following guidelines, schedules new patient visit, ranging in complexity from single physician consult appointment to multiple care provider appointments and/or diagnostic tests, responsible for triaging the appropriate visit type when faced with an issue
- Coordinates multi-disciplinary care appointments for patients by collaborating with all related specialties, including but not limited to, Breast Imaging, Radiology, Genetics
- Obtains insurance information and runs eligibility to ensure that BMC accepts the patient's insurance
- Makes appropriate referrals to Patient Financial Services and collaborates with Patient Financial Services to ensure that patients complete required financial applications prior to first visit
- Confirm date, time, location of appointments with patients and mails patient information packet
- Coordinates 2nd opinion pathology readings by obtaining and processing pathology slides/blocks from other institutions, prior to patient's visit when able
- Ensures consult visits notes are mailed to primary care and referring physicians within one week of visit.
- Verifies cancellations and makes changes to schedule as needed
- Compiles and sends all no-show letters to patients who did not keep appointment prior to the end of the business day, following a provider's clinic

- Generates and distributes schedules and information reports about new patient visits
- Coordinates with patient navigators regarding patients who need assistance with transportation and lodging accommodations, as appropriate
- Serves as coordinator between provider and patient prior to visit, to facilitate effective communication and collaboration among health care team members
- Attends provider talks, when requested, at referring facilities to help brand the Cancer Care Center and serve as the primary contact person for the Belkin Breast Health Center for all new patients
- Other related duties as required.

Other Administrative

Maintains log/database of telephone calls and inquiries Maintains monthly statistics of new patient appointments, referrals sources and other diagnostic markers, per protocols Aides in the creation of new protocols and procedures for role Flexible to work additional hours as needed

(The above statements in this job description are intended to depict the general nature and level of work assigned to the employee(s) in this job. The above is not intended to represent an exhaustive list of accountable duties and responsibilities required).

Education

JOB REQUIREMENTS

Bachelor's degree (or equivalent combination of formal education and experience).

Certificates, Licenses, Registrations Required

None required.

Experience

At least 1-2 years relevant experience in medical and health care office setting is required - ambulatory or oncology experience preferred, or related internship, volunteer or community experience with low-income populations.

Knowledge And Skills

- Knowledge and understanding of medical terminology - oncology background preferred.
- Strong interpersonal skills sufficient to communicate effectively with referring physicians, patients and families.
- Knowledge of Microsoft Office products, including Word, Excel, PowerPoint and Outlook.
- Competency with hospital clinical information and electronic medical record systems.

- Ability to work with multi-specialty teams.
- Ability to multi-task and prioritize in order of urgency
- Business writing skills sufficient to independently write letters to referring providers and patients and families.
- Excellent written and verbal communication skills required.
- Additional language skills (beyond that of English) appropriate to the patient population served is very helpful.

Hyperlink to listing: https://www.linkedin.com/jobs/view/2785550514/?trk=eml-sjr-top-apply-cta&midToken=AQEo_3Qti-LMYg&midSig=0x4GBprJVHHW01&trkEmail=eml-email_jobs_saved_job_reminder_01-null-0-mercado_redesign-null-buuo6b%7Ekwpcjbxr%7Eis-null-jobs%7Eview

Cover Letter

Belin Breast Centre
One Boston Medical Center Place
Boston, MA 02118

Dear Recruiter,

My name is Morgan Lorenz and I am a UBC Kinesiology undergraduate student minoring in Sociology. I have held several innovative, communicative leadership positions throughout my academic and professional career that has led me to reach out to apply for the position of Associate New Patient Case Manager at Belkin Breast Centre.

I have held several leadership positions in the past, where my foundational skills are in event management, administration, and communication working in student government and event coordination. This has translated from my management experience assisting with event management and administration as a Venue Coordinator for the UBC Boathouse, where I have solo-managed multiple weddings and corporate events in the facility. From this experience, I have learned diplomacy and upholding policies while employing strong customer service, which translated further into my leadership as the first undergraduate Kinesiology student representing the Faculty of Education on the UBC Senate. I have gained strong communication skills from these positions due to my ability to connect with people from various backgrounds and instinct to help wherever is needed, thriving on the team-based mindset as well as independently.

My everyday responsibilities at Genentech Patient Support Services are rooted in awareness of the struggle that goes into care coordination and health policy triangulation for patients suffering from life-altering illnesses. I am able to work behind the scenes, exercising compassion and empathy to support these patients, while putting their needs first. Working in Genentech Patient Support Services has improved my bedside manner and exposed me to cracks within our current healthcare system- with increased privatization, high co-pay for coverage of expensive but life-dependending medication, and vulnerable patients who crave a return to a normal life. I am committed to producing centralized and efficient patient care coordination within my community at large; leading health policy development that is patient-centric, compassionate, and centered on bettering the welfare of the greater community around me. My life experiences both personally and professionally provide me with a strong foundation to fulfill this work.

I am responsible, reliable, and am always willing to tackle a project. I love meeting new people and am approachable and friendly. I bring my intuition, my leadership skills, and my positive attitude with me everyday to each meeting I have, from discussions with UBC administration to diversity and inclusion meetings at Patient Services. I would be honored to help make an impact when providing patient care at Belkin Breast Centre and the greater Boston community.

Thank you for your consideration, and I look forward to hearing from you.

Warmly,
Morgan Lorenz

Morgan Leroy

Morgan Lorenz
 86 Idyllwood Road
 San Rafael, CA USA
 (415) 328-7926
morgane.lorenz@gmail.com

Objective	Health policy specialist and administrations case manager supporting breast cancer patients and oncology specialty unit at Boston Medical Centre.
Education 2017-2022	<i>University of British Columbia, Vancouver, BC Canada</i> Bachelors of Kinesiology, Sociomedical Sciences
Employment 2021 to Present	<i>Genentech, Inc., Portland, OR USA</i> Commercial, Medical and Government Affairs Intern <ul style="list-style-type: none"> • Rotational program in Access Solutions supporting patients initiating and staying on Genentech therapies. • Act as a liaison with health insurance payers, healthcare providers and patients throughout treatment. • Consult on education material in DNA groups gAbilities and Medley PDX, incorporating Indigenous land acknowledgements and neurodiversity/disability awareness across the South San Francisco and Portland site locations.
2020 to 2021	<i>Alma Mater Society of UBC, Vancouver, BC Canada</i> Associate Vice President of University Affairs <ul style="list-style-type: none"> • Collaborate with the executive student government at the Alma Mater Society at UBC Vancouver to create foundational policies aimed to improve the university experience of all students at UBC. • Responsible for advocating on behalf of students with UBC Administration, conduct surveys, construct reports and briefs, and assist in workshop and educational resource development.
2019	<i>UBC Boathouse, Richmond, BC Canada</i> Venue Coordinator <ul style="list-style-type: none"> • Conducted venue coordination, management and administrative tasks at the UBC Boathouse while managing solo in weddings, corporate events, and parties located within the facility. • Learned to exercise diplomacy and upholding policies while maintaining strong customer service.
Leadership	UBC Faculty of Education Student Senator, Associate Vice President of Academic of KUS, Professional Development Coordinator of the KUS, Communications and Speaker Intern at The Painted Turtle Camp.
Awards	2020 International Community Achievement Award, 2020 Student Leader Award from UBC School of Kinesiology
References	Available upon request

Letter of Recommendation Requests

To: Amelia Mayer (info.ubcboathouse@ubc.ca)
From: Morgan Lorenz (morgane.lorenz@gmail.com)
Date: December 3rd, 2021
Subject: Request for Reference – Morgan Lorenz

Dear Amelia,

I hope this message finds you safe and in good health. I am writing to request a letter of reference for a case manager position at the Belkin Breast Centre at Boston Med supporting oncology patients. As my final year of undergrad comes to a close, I am currently seeking opportunities on the east coast of the United States in healthcare and supporting oncology patients in the new year.

Working in event management at the UBC Boathouse provided me with critical organizational skills, exceptional management skills, and communication skills that have served me well in my professional journey since leaving. Being able to meet clients, support fulfilling their artistic and event vision, and aiding vendors and other third party units through orchestrated events solo was an incredible opportunity that taught me how important it is to provide excellent customer service and to always be on your toes. Just as you have said, the client is always right. As an event manager and venue lead at the UBC Boathouse, your reference would be an excellent addition to my application and speak comfortably about my administrative aptitude. If you feel comfortable with providing a positive reference for me, please let me know by January 1st, as I will need to have my references ready by then. If you have any further questions or comments, please do not hesitate to contact me at (415) 328-7926 or via email at morgane.lorenz@gmail.com. Thank you for your time and consideration, I look forward to hearing from you!

Warmly,
Morgan Lorenz

A handwritten signature in cursive script that reads "Morgan Lorenz". The signature is written in black ink and is positioned below the typed name.

To: Georgia Yee (yeegeorgia@gmail.com)
From: Morgan Lorenz (morgane.lorenz@gmail.com)
Date: December 3rd, 2021
Subject: Request for Reference – Morgan Lorenz

Dear Georgia,

I hope this message finds you safe and in good health. I am writing to request a letter of reference for a case manager position at the Belkin Breast Centre at Boston Med supporting oncology patients. As my final year of undergrad comes to a close, I am currently seeking opportunities on the east coast of the United States in healthcare and supporting oncology patients in the new year.

While working in university advocacy and administration at the Alma Mater Society, my love for supporting the community took root and your leadership allowed me to be able to support UBC students by leading various initiatives addressing impacts of food security, accessibility impacting students with disabilities, and communication efforts from the AUA office. As my supervisor and fellow former Senator on the UBC Senate, your reference would be an excellent addition to my application. If you feel comfortable with providing a positive reference for me, please let me know by January 1st, as I will need to have my references ready by then. If you have any further questions or comments, please do not hesitate to contact me at (415) 328-7926 or via email at morgane.lorenz@gmail.com. Thank you for your time and consideration, I look forward to hearing from you!

Warmly,
Morgan Lorenz

A handwritten signature in cursive script that reads "Morgan Lorenz". The signature is written in black ink and is positioned below the typed name.

To: Jon Munez (accesssolutions@gene.com)
From: Morgan Lorenz (morgane.lorenz@gmail.com)
Date: December 3rd, 2021
Subject: Request for Reference – Morgan Lorenz

Dear Jon,

I hope this message finds you safe and in good health. I am writing to request a letter of reference for a case manager position at the Belkin Breast Centre at Boston Med supporting oncology patients. As my final year of undergrad comes to a close, I am currently seeking opportunities on the east coast of the United States in healthcare and supporting oncology patients in the new year.

For the past six months, I have learned more about the US healthcare system than I could ever imagine while being a primary liaison for patients, providers and payers at Genentech. These critical skills provided me with the ability to grow and feel rooted in expanding my horizons by working directly in the healthcare settings supporting patient care triangulation in the office. My knowledge of insurance reimbursement, HIPPA and patient regulations, and the healthcare experience will aid me further as a prospective applicant for this position. As my supervisor and case manager working in BioOncology, your reference would be an excellent addition to my application. If you feel comfortable with providing a positive reference for me, please let me know by January 1st, as I will need to have my references ready by then. If you have any further questions or comments, please do not hesitate to contact me at (415) 328-7926 or via email at morgane.lorenz@gmail.com. Thank you for your time and consideration, I look forward to hearing from you!

Warmly,
Morgan Lorenz

A handwritten signature in black ink that reads "Morgan Lorenz". The signature is written in a cursive, flowing style.