



PATIENT RELATION LIAISON - Patient Pathways (Torrance)

Develop and implement DaVita's Patient Management Program through building relationships and facilitating patient education. Enhance DaVita's relationships with local hospitals, doctors, and other kidney care providers by enabling patients to make informed decisions regarding their dialysis provider. Improve patient education process by analyzing and sharing best practices with other members of the department. Mentor and resource to teammates as necessary. Work with hospital Case Managers and Social Workers to place patients in outpatient dialysis clinics. Arrange out-patient kidney dialysis for patients by contacting local clinics within an appropriate proximity as determined by patient preference. Assist with patient transitions from hospitals to DaVita facilities, including transfer of paperwork and, as much as possible, ensure patient satisfaction. Communicate with and treat patients with empathy at all times. Provide high-level customer service to patients and ensure patient needs are met. Answer questions from patients and/or family members. Meet individually with chronic kidney disease patients within the assigned region to provide educational materials on: Outpatient dialysis, Modality options, insurance needs, out-of-pocket costs, grant programs, and facility locations. Ensure availability of educational materials. Identify, resolve, or escalate patient issues to appropriate teammates for prompt and effective resolution. Proactively seek ways to improve the patient education process (marketing materials, in-center visits, speaking points.) Attend regional operations team meetings. Create detailed reports that track weekly placement and education activities. Conduct monthly operating reviews with management to review reports. Assist in the creation of new operating reports related to Growth initiatives. Provide accurate and timely information about the status of potential DaVita patients. Provide regular operating performance updates to assess program success. Learn, develop, and implement new ways for the company to differentiate itself in the marketplace. Ensure Customer Service is apprised of customer needs and any deviations from current practices. Participate in special projects. Act as a liaison or subject-matter expert for the Growth team on special initiatives. Educate team members on Growth initiatives. Travel required: up to 100% within assigned region. High school diploma or GED; some college strongly preferred. Two years' customer service experience; healthcare experience with focus on patients preferred. Experience in patient registration and/or knowledge of hospital procedures preferred. Strong understanding of commercial insurance plans and benefits (PPO, HMO, POS, EPO, Indemnity) and Medicare and Medicaid. Valid CA Driver's License. Insurance and clean driving record. Intermediate computer skills and proficiency in MS Word, Excel, Outlook required; basic skills in PowerPoint. Excellent organizational skills, attention to detail and follow through. Strong written, verbal, and interpersonal communications skills including ability to listen effectively and to communicate information clearly and effectively. Approachable and open. Proven track record in meeting and accomplishing goals. Contribute as a member of a team and foster a positive work environment. Demonstrated time management skills and ability to work independently, handle multiple priorities with shifting time frames, and meet deadlines; self-starter with high degree of initiative, urgency, and follow through

Innovative approach to problem solving. Professional presence; ability to develop rapport and inspire confidence.

Apply on-line to Da Vita.

<http://careers.davita.com>

CLERICAL - LEGAL FILE CLERK: Job ID: 121855

F/T. Torrance. Experienced Legal File Clerk / Receptionist; no exceptions. Maintain file integrity by adhering to filing system procedures. People skills, excellent English, team player, positive attitude, punctual, telephone skills, multi tasking, detail oriented, dependable, PC proficient, Word Perfect knowledge preferred.

Fax resume: 310-698-0995

LAUNDRY EQUIPMENT MECHANIC-

Job Announcement Number: LP-09-LJa-274556

F/T, M-F:7am-3:30pm; must be available to work 3pm-11:30pm, if necessary (Night Differential Pay will be included.) \$24.37-\$28.39/hr. West Los Angeles. United States Citizen. **Apply by Tuesday, August 11, 2009.** Apply online to Veterans Health

Administration. Phone: (501)257-4134 / Fax: (478)757-3144 / Email:

vajobs.deu@va.gov / www.usajobs.opm.gov

QUALITY ASSURANCE TESTER

Burbank. Have access to unreleased games. Testers get to play the games to find, isolate, describe and recommend. \$10 an hour. **Apply on-line to Insomniac Games.**

www.insomniacgames.com

GENERAL OFFICE CLERK - Ref ID: 00290-121094

Temporary-to-full-time. \$9-\$12/hr. A Los Angeles University. Recent experience working with Microsoft Word & Excel and performing general office and administrative tasks. Excellent communication skills (written and verbal), intermediate to advanced knowledge of MS Word, Excel, and Outlook. Great attitude and work ethic.

Contact Recruiter at OfficeTeam

Phone: 1-213-629-1589 or 1.800.804.8367 / Fax: 1-213-629-2262 /

www.officeteam.com

FLASH BANNER ANIMATOR

Freelance. South Bay major ad agency. \$35/hr DOE. Estimated Duration: Ongoing. Strong Flash and Photoshop skills. Interactive ad agency experience ideal. Have samples of Flash banner animation in your portfolio you can show. Good communication skills. Fast and able to jump in and work with existing team. Cool projects and agency. Hip environment.

Send resume (and samples if applicable) to Creative Circle.

Email: LA41@jobalert.creativecircle.com / www.creativecircle.com

"I may not have gone where I intended to go, but I think I have ended up where I intended to be." *Douglas Adams~*