

Health Dialog Welcomes National Institute of  
Whole Health Graduates!



**COMPANY OVERVIEW:**

Health Dialog is a rapidly growing\* health care company that is improving the appropriateness of medical care by helping patients actively participate in medical treatment choices. Its unique business model is reinventing the way individuals and their health insurers manage care. Health Dialog is led by a highly experienced group of business and health policy leaders. Health Dialog is headquartered in Boston, with coaching centers located in Manchester, NH, Portland, ME, San Antonio, TX, Denver, CO, Phoenix, AZ and Pittsburgh, PA.

*Named by Boston Business Journal as "One of the Area's Fastest Growing Private Companies" list. Named by Inc. 500 list of "Fastest Growing Private Companies" for the third year in a row.*

For more information about our company and our career opportunities as a telephonic health information health coach please contact NIWH for an e-mail copy or visit [www.healthdialog.com](http://www.healthdialog.com) or contact Monica Labonville, HR Manager at (603)627-1200 x5054 ([mlabonville@healthdialog.com](mailto:mlabonville@healthdialog.com)).

**CAREER OPPORTUNITIES:**

We are currently looking for Registered Nurses, Registered Dietitians and Respiratory Therapists with a minimum of 5 years of clinical experience to join our team as a professional Health and Wellness Coach (this is a health educator role – see description). Our Health Information health coaches provide unbiased current health information to coach individuals telephonically with any health related concern. The primary focus is to engage and support a member to be a more active and informed participant in the healthcare process. This includes support with general symptoms, urgent questions, management of chronic or severe medical conditions, and wellness and provider relations. A detailed job description on the health educator role of the telephonic health coach is available thru NIWH. (listed below)



## **Health Coach RN**

**Department:** Service Delivery

**Reports to:** Community Leader

### **Position Overview:**

The Health Coach provides unbiased up-to-date health information to assist individuals telephonically with any health related concern. The primary focus is to counsel and guide a caller through their health care choices in order to be a more active and informed participant in the healthcare process. The includes general symptom management and answers to urgent questions, assistance and encouragement in managing chronic or serious medical conditions, help preparing for important discussions with an individual's doctor, and general health related information and management.

### **Primary Responsibilities:**

- Counsel and guide a caller through their health care choices by accessing the Healthwise Knowledgebase, HealthCAM2 database, library resources, Shared Decision-Making<sup>®</sup> materials and the Internet for research. Provide education and resources to client members.
- Document calls, issues and general information in HealthCAM2, the company's computer database for tracking member/patient information. Perform assessments as indicated.
- Assist callers in developing action plans to deal with specific conditions.
- Assist in the development of department annual goals and identification of outcomes for continuous quality improvement.
- Seek opportunities to increase knowledge and expertise in a specialty area. This includes the dissemination of information to the Health Coach team.
- Participate in case conferencing weekly and as needed in conjunction with peers and the Director of Professional Services.
- Participate (as needed) in marketing presentations and health fairs.
- Support LVN/LPN Health Coaches and/or Community Leaders by providing clinical supervision when LVN/LPN Coaches and/or Community Leaders are handling emergency and/or complex coaching situations where independent nursing judgment and/or comprehensive assessments are necessary.
- Function as a resource and mentor to new employees, as well as assist in assessing the ongoing educational needs of the department.
- Maintain required licensure as requested in other states.
- Attend and participate appropriate staff or company meetings.

### **Qualifications:**

- Graduate of an accredited professional school.
- Active Registered Nursing (RN) license in good standing.
- Sound clinical judgment.
- At least 5-10 years of experience working in the health care field.
- Strong communication skills with a demonstrated ability to educate and counsel individuals.
- Strong skills using windows-based computer software and the Internet; good keyboard skills.