



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1178 Hinemlu' St. Garapan, Saipan, MP 96950



HUMAN RESOURCES

EXAMINATION ANNOUNCEMENT NO. 25-062

POSITION: **Patient Liaison – Transport & Referral (Guam)** OPENING DATE: **04/29/2025**

NO. OF VACANCIES: **1** CLOSING DATE: **05/12/2025**

SALARY: **\$26,626.08 – \$32,364.80**

PAY LEVEL: **04/01-04/05**

LOCATION: *The salary given will be determined by the qualifications of the appointee.*
Health Network Program,
Commonwealth Healthcare Corporation, Guam

NATURE OF WORK

Under the direct supervision of the Chief Operations Officer for Business and Quality Assurance, the incumbent is responsible for coordinating patient transport, travel logistics, and referral appointments for individuals receiving off-island medical care beyond the CNMI. This role ensures patients meet eligibility requirements under the Health Network Program and supports them through referral process by arranging travel, lodging, subsistence, and follow-up care. The liaison works closely with healthcare providers, maintains accurate records, ensures compliance with Health Insurance Probability and Accountability Act (HIPAA) and transportation safety regulations, and serves as a primary point of contact for patients and escorts. This position is located in Guam under the Hospital Network Program (HNP).

DUTIES:

- Safely transport patients to and from the airport, lodging, clinics, and other approved locations, including operation of accessible transport vans.
- Provide patient assistance with entering/exiting vehicles and handling of personal belongings.
- Coordinate and schedule medical appointments and referrals, including those outside of the CNMI.
- Input and maintain daily appointment schedules in the Health Network Program (HNP) database.
- Arrange and confirm travel logistics such as lodging subsistence, transportation and escort support.
- Communicate regularly with patients, escorts, providers, and the central office team to ensure care continuity and positive patient experiences.
- Serve as a point of contact for Health Network Program (HNP) patient referrals and logistical coordination.
- Maintain compliance with safety regulations, HIPAA, and all relevant operational protocols.
- Perform minor vehicle maintenance and report any mechanical issues for timely servicing.
- Track and report transportation metrics such as mileage, patient counts, and fuel consumption.
- Support clerical and office tasks as needed and attend weekly coordination meetings.
- Ensure compliance with professional standards and regulatory requirements.
- Manage the logistical coordination for outpatient, inpatient, and emergency transfers for patients referred through the Health Network Program (HNP).
- Ensure all HNP related invoices are received, entered, and processed in a timely manner.
- Assist in preparing weekly subsistence distribution lists for patients and escorts.
- Maintain and organized records of invoices, receipts, and other necessary documentation. Communicate any issues regarding invoices to the Central office.
- Performs other duties as assigned.

QUALIFICATION REQUIREMENTS:

Education: High School Diploma, General Education Development (GED), Advanced Development Institute (ADI), or Adult Basic Education (ABE).

Experience: Plus, four (4) years of clinical coordination and transportation services.

KNOWLEDGE/SKILL/ABILITIES:

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Near Vision — The ability to see details at close range (within a few feet of the observer).
- Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences. See more occupations related to this ability.
- Static Strength — The ability to exert maximum muscle force to lift, push, pull, or carry objects.
- Trunk Strength — The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without ‘giving out’ or fatiguing.
- Extent Flexibility — The ability to bend, stretch, twist, or reach with your body, arms, and/or legs.
- Manual Dexterity — The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate or assemble objects.

CONDITIONAL REQUIREMENTS:

Employment is contingent upon successful clearing of pre-employment health screening and drug screening in accordance with CHCC policy.

OTHERS:

This position is a Full-Time employment status and requires at least 40 hours per week. This position is “**Non-Exempt**” or is eligible to receive overtime compensation pursuant to the Fair Labor Standards Act (FLSA) of 1938 Federal Law. Regular operating hours of the Commonwealth Healthcare Corporation will be Monday to Friday from 7:30am to 4:30pm. This work schedule however is subject to change with or without notice based on the Employer’s business requirement and/or by the demands of the employee’s job. This position is paid on a bi-weekly basis (2-week period). CHCC adheres to all applicable deductions such as C.N.M.I. Tax, Federal Tax, Medicare and Social Security.

Note(s):

- *Three-fourths 20 CFR 655, Subpart E: “Workers will be offered employment for a total number of work hours equal to at least three fourths of the workdays of the total period that begins with the first workday after the arrival of the worker at the place of employment or the advertised contractual first date of need, whichever is later, and ends on the expiration date specified in the work contract or in its extensions, if any.”*
- *Employer-Provided Items 655.423(k): Requires Employer provide to the worker, without charge or deposit charge, all tools, supplies and equipment required to perform the duties assigned.*

INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:

Office of Human Resources

Commonwealth Healthcare Corporation

1178 Hinemlu’ St., Garapan, Saipan, MP, 96950

Operation Hours: Monday Through Friday 7:30 AM – 4:30 PM and CLOSED on weekends/holidays.

Employment Application Forms will be available 24/7 at the employer’s hospital facility’s Main Cashier Office (entrance/exit point for all)

E-mail: apply@chcc.health

Direct Line: (670) 234-8951 ext. 3444/3410/3427/3583/3584

Trunk Line: (670) 234-8950

Fax Line: (670) 233-8756

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Note: Education and training claimed in Employment Application must be substantiated by diploma, certificate or license. Failure to provide complete application form or the required documents will result in automatic disqualification.

CHCC is an equal opportunity employer. We consider all applicants for all positions without regard to race, color, religion, sex, disability, age, mental or veteran status, the presence of a non-job-related medical condition or disability, or any legal protected status.