

Job Description
Sierra Family Health Center, FQHC
Referral Coordinator

Clinical/Nevada City & Oregon House

SUMMARY

Under general direction of the Triage Nurse/Supervisor, and within the framework of established policies and objectives:

The Referral Coordinator serves all of the clinic departments and must navigate, compromise, and negotiate successful tracking and coordination of referrals; it requires highly technical clerical tasks, specific to an area of work. The work includes responsibility for the preparation of specialized departmental documents; significant interpersonal staff and public contact, appropriate and professional conduct, independent judgment, discretion and personal initiative; resolution of difficult and complex problems; planning, development and coordination of a wide range of clerical support programs; and use of Electronic Health Record (EHR) systems.

SUPERVISORY RESPONSIBILITIES: None

DUTIES, RESPONSIBILITIES & SKILLS

Referrals:

- Track and enter all referral requests in EHR System on a daily basis
- Prioritize Urgent referrals and follow entire process through to confirmed scheduled appointment
- Communicate and coordinate Health Center referral requests with outside medical specialists
- Request authorizations from patient's insurance companies required by specialists
- Request authorization extensions or adjustments as requested by specialists
- Re-refer patients as many times as necessary until a specialist is willing to see patient
- Provide contact information to patients asking for specific details about their specialists
- Answer, respond and document phone calls, request and questions from patients in a timely manner
- Routinely make notification phone calls to patients throughout the referral process
- Document every step in patients' referral process in EHR system
- Closes the final loop in referral tracking and document patient completion in SFHC EHR

Other Duties:

- Respond to In-house provider questions, requests and concerns regarding the status of patient referrals, care coordination or follow-up status
- Knowledgeable of SFHC's **"sliding scale"** for cash paying patients or patients with high deductibles
- Able to offer SFHC's **translation services** to patients in need
- Ability to suggest Health Center's **Patient Prescription Assistance Program** for low cost medications
- Complies with Health Center's policies and procedures
- Participate in continuous quality improvement activities
- Demonstrates professionalism, patience, and a high level of interpersonal and communication skills with patients, staff, visitors, and outside organizations

QUALIFICATIONS, EDUCATION, EXPERIENCE

Education:

- High School Graduate or Equivalent; college associate degree or above preferred
- Medical Terminology certificate (or demonstration of medical terminology understanding)

Experience:

- Medical Referral experience ideal
- Electronic Health Records (EHR) experience preferred

Other:

- Familiarity with medical chart components
- Willingness to be trained and to train others
- Data entry efficiency
- Professionalism
- Able to effectively communicate with patients/personnel from diverse backgrounds
- Self-starter able to effectively manage multiple complex projects

LANGUAGE SKILLS

Has the ability to read and comprehend simple instructions, short correspondence, and memos. Has the ability to write simple correspondence. Has the ability to effectively present information in one-on-one and small group situations to patients, visitors, and other employees of the organization.

MATHEMATICAL SKILLS

Has the ability to add, subtract, multiply, divide, and calculate figures.

REASONING ABILITY

Has the ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

WORKING RELATIONSHIPS

Reports to: Triage Nurse/Supervisor

Works closely with: Triage Nurse/Supervisor, Providers, Certified Medical Assistants, Medical Assistants, Dental Office Manager, Medical Records, & Reception Department.

FLSA Status: Non-exempt

Receipt of Position Description:

Employee Signature

Date

Printed name : _____