

# El Dorado Community Health Center

## JOB DESCRIPTION

**JOB TITLE:** Referral Coordinator  
**REPORT TO:** Referral Coordinator Supervisor  
**DIRECT REPORTS:** None

**JOB SUMMARY:** Under the direction of the Referral Coordinator Supervisor, the Referral Coordinator is an integral member of the patient care team, and is responsible for the processing, coordination, and tracking of patient referrals for specialty care.

## JOB DUTIES AND RESPONSIBILITIES

1. Receives and sorts referrals from El Dorado Community Health Center Providers using the EMR system. Maintains ongoing tracking and appropriate documentation on referrals to promote team awareness and ensure patient safety.
2. Ensures complete and accurate registration, including patient demographic and current insurance information.
3. Contacts insurance companies to ensure verification of benefits and prior authorization approval requirements are met.
4. Per referral guidelines, assembles and provides appropriate clinical information to the specialist to include necessary information such as medical history, diagnosis, diagnostics, and lab results.
5. Reviews details and expectations about the referral process with patients.
6. Assists patients in problem solving potential issues related to financial or social barriers (e.g., request interpreters as appropriate, transportation services, etc.).
7. Ensures that referrals are addressed in a timely manner.
8. Closes the referral loop by ensuring that patient's chart is up to date with specialist consult note; or clearly documenting reason for a referral closure that did not result in patient being seen by specialist.
9. Maintains lists of specialists and continuously updates contact information, as well as continuously seeking new referral sources.
10. Maintains effective communication and interpersonal skills with external

agencies, the patient, and across health center departments, to achieve optimal patient outcomes via the referral process.

11. Adheres to policies and procedures of Clinical Operations as well as those of the Health Center.
12. Helps with special projects as needed.
13. Other duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES:**

### **Knowledge Of:**

- Medical Terminology
- Working with an Electronic Medical Record, eCW preferred.
- Working knowledge of a primary care medical office. Knowledge of HIPAA, CPT, current ICD and HCPCS coding.
- Knowledge of various insurance billing and basic medical terminology.

### **Skills In:**

- Effective oral and written communication.
- Effective, efficient and excellent use of the eCW EMR system. Effective organization of work and attention to detail.
- Using a computer for word processing, simple spreadsheets and e-mail. Excellent interpersonal communication, customer service and Organizational skills.

### **Ability To:**

- Share the EDCCHC mission and team orientation approach.
- Ability to work in a fast-paced environment with frequent interruptions. Develop rapport and work with people of all ages, cultural, religious, social and ethnic backgrounds.
- Conceptualize, analyze and problem solve.
- Be courteous and utilize professional behavior in all interactions with the public and staff.
- Maintain a high level of confidentiality.
- Be flexible in accepting, changing or carrying out assignments.

## **QUALIFICATIONS**

To qualify for this position, an individual must possess any combination equivalent to sufficient experience and/or education that would likely produce the required knowledge, skill, and ability requirements listed above. A typical way to acquire the required qualifications would be:

**Experience:**

At least two years of experience in a medical office or in medical records. Experience as a Medical Assistant, or as a Referral Coordinator preferred.

**Education:**

- High School Diploma or GED certificate required.
- Completed Medical Receptionist or Medical Assistant education (from an accredited program) desired.
- Ability to obtain CPR Certification required.

**OTHER****Physical Requirements:**

Normal health center/interior office environment; see, hear, talk, walk or move about, sit and/or stand for long periods of time, reach, stoop, bend, lift up to 20 lb.; repetitive hand movement; use and view a computer; use a calculator, operate fax, copier, telephone; read and write English.

**FLSA Status:** Non-exempt

**Note:** The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an inclusive list of all duties, responsibilities and skills required of incumbents. In accordance with the Americans with Disability Act, reasonable accommodation may be made to enable qualified individuals with disabilities to perform the essential job.

Salary Range: \$21.85 - \$27.43