



JOB DESCRIPTION

Position:	Referral Coordinator
Department:	Medical Support
Reports to:	Site Administrator
FLSA Status:	Non-Exempt Position
Grade:	5

GENERAL PURPOSE:

The Referral Coordinator provides medical support services to the providers in order to ensure a smooth flow of patients through the medical clinic.

MAIN RESPONSIBILITIES & DUTIES:

- 1) Assists patients calling or visiting the clinic
- 2) Initiates referral process and evaluated requirements for each referral per protocol
- 3) Makes referral appointments and maintains referral log in Dashboard per policy
- 4) Assists with call backs to patients, insurances, and outside providers when referring to any and all referrals
- 5) Assists with call backs to patient at provider request
- 6) Maintains tracking in the Dashboard
- 7) Maintains daily EHR worklist
- 8) Initiates referrals in a timely manner per procedure
- 9) Tracks referral in a timely manner per procedure
- 10) Documents in Dashboard or Centricity
- 11) Completes referrals in a timely manner per procedure
- 12) Completed expected amount of referral monthly
- 13) Follows infection control per Clinical Policy and Procedure guidelines
- 14) Records timely in EHR per the corporation's policy and procedure in a timely manner
- 15) Enters patient data into clinic tracking system
- 16) Maintains professional growth by attending all meetings and in-service training
- 17) Participates in Continuous Quality Improvement CQI activities and staff meetings
- 18) Treats all clients. Staff and the community with respect and courtesy
- 19) Utilizes effective means to resolve conflict
- 20) Utilize effective verbal and written communication skills
- 21) Flexibility to work at other Ampla Health sites as needed
- 22) Other duties as assigned by supervisor

QUALITIES & CHARACTERISTICS

- 1) Maintains a professional relationship and positive attitude with co-workers, the public, patients and all Ampla Health's staff, Board of Directors and vendors
- 2) Maintains the highest professional ethics and is honest in dealing with people; is a model for all employees through his/her actions
- 3) Strives to learn more and is receptive to new challenges and opportunities
- 4) Displays enthusiasm toward the work and the mission of Ampla Health

PROFESSIONAL KNOWLEDGE, SKILLS & ABILITIES

- 1) High School Diploma or GED required
- 2) Ability to use Microsoft Word for basic correspondence
- 3) Ability to type a minimum of 40 WPM
- 4) Must be able to use a calculator
- 5) Bilingual (English/Spanish) (English/Punjabi) (English/Hmong) preferred but not required
- 6) Ability to adapt to specific environment and duties
- 7) Demonstrate clear knowledge of Ampla Health's clinic structure, standards, procedures and protocols
- 8) Medical Assistant required

COMMUNICATIONS SKILLS

- 1) Must have neat and legible handwriting
- 2) Must be able to interact with patients courteously and calmly
- 3) Ability to communicate well with the public

WORKING CONDITIONS & PHYSICAL REQUIREMENTS

Work well with patients in a generally comfortable office environment. Employees must possess the following physical requirements:

- 1) Must be able to hear and communicate with clients and staff on telephone and those who are served in person, and speak clearly in order to communicate information to clients and staff
- 2) Must be able to lift up to 40 pounds and push up to 100 pounds (on wheels)
- 3) Must have vision which is adequate to read memo's, computer screen, registration forms and other clinic documents
- 4) Must have high manual dexterity
- 5) Able to reach above shoulder level to work, must be able to bend, squat and sit, stand, stoop, crouch, reach, kneel, twist/turn
- 6) May be exposed to contagious/infectious diseases

EMPLOYEE
NAME(PRINT)

EMPLOYEE SIGNATURE

DATE

