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<b>Job Title</b>	<b>Referral Coordinator</b>
<b>Reports to</b>	Director of Clinical Services
<b>Effective Date</b>	12/20/2021

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### **Position Summary**

The referral coordinators assist patients by sending referrals to outside facilities and coordinating referral appointments. Referral coordinators also work with insurance companies and care providers to share essential patient information. They may also perform general administrative or clerical tasks such as answering phone calls and emails, maintaining patient records, and verifying insurance information before appointments. Referral coordinator works closely with care providers to appropriately coordinate care of the patient. Referral coordinator will also assist with other medical assistant or front desk duties as needed.

### **Principal Duties and Responsibilities\***

1. Tracks and documents on referrals to keep NHC staff aware of referral status in Epic.
2. Ensures complete and accurate patient registration, including demographic and current insurance information.
3. Assemble information concerning patient's clinical background and referral needs. Per referral guidelines, provide appropriate clinical information to specialist.
4. Contact review organizations and insurance companies to ensure prior approval requirements are met. Present necessary medical information such as history, diagnosis, and prognosis.
5. Review details and expectations about the referral with patients as needed
6. Assist patients who qualified for UNCFA to coordinate care with the appropriate facilities
7. Be the system navigator and point of contact for patients and families, with patients and families having direct access for asking questions and raising concerns. Will assume the role of patient advocate to make sure services are given appropriately.
8. Ensure that referrals are sent in a timely manner and appropriate documentation is in patient's chart.
9. Ensure that patient's primary care chart is up to date with information on specialist consults, hospitalizations, ER visits and community organization related to their health
10. Assist with medical assistant or front desk duties as necessary.

### **Required Skills or Abilities\***

1. Outstanding communication, interpersonal, and leadership skills to work with the clinical staff, and outside facilities.
2. Ability to take initiative and proactively assess processes within referral management.
3. Some computer skills required (Windows based, experience with Microsoft Office a plus).
4. Commitment to demonstrating personal integrity through punctuality, honesty, an ability to follow instructions, proper attention to detail in all work matters, and a willingness learn from others.
5. An ability to work independently, take initiative, set priorities in accordance with the needs and mission of the clinic, multi-task, and problem solve in a fast-paced work environment.
6. Flexibility to adapt to changing or stressful conditions, including unanticipated changes to working schedules or locations.
7. Adequate written and verbal communication skills for communicating coherently and professionally with patients and co-workers.
8. Conscientious of departmental and organizational policies and procedures, and able to embrace and personify the mission of the NHC.

### **Required Knowledge, Experience, or Licensure/Registration**

1. High School Diploma or its equivalent.
  2. Experience in customer service, office work, or a clinical setting.
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Exempt Status

Non-Exempt

\*To comply with the Americans with Disabilities Act of 1990 (ADA), which prohibits discrimination against qualified individuals on the basis of disability, it is necessary to specify the physical, mental and environmental conditions of the essential duties of the job.